

October 2011

[KZ 1011]

Sub. Code: 2001

MBA HOSPITAL AND HEALTH MANAGEMENT DEGREE EXAMINATIONS

Candidates admitted from 2010-2011

**PAPER I – MANAGEMENT PRINCIPLES IN MEDICAL AND
HEALTH CARE ORGANIZATIONS**

Q.P. Code : 432001

**Time : 3 hours
(180 Min)**

Maximum : 100 marks

Answer ALL questions in the same order.

I. Elaborate on :

	Pages (Max.)	Time (Max.)	Marks (Max.)
1. What is staffing and management job system and situation factors affect staffing, discuss.	17	40 min.	20
2. Discuss the process of planning, planning cycle and Differentiate functional objective, procedure, polices.	17	40 min.	20

II. Write notes on :

1. Features of ISO 9001.	4	10 min.	6
2. Patients satisfaction is an asset.	4	10 min.	6
3. Job design and position requirement.	4	10 min.	6
4. Event network analysis.	4	10 min.	6
5. Budgetary control.	4	10 min.	6
6. Input and output chart in health care system.	4	10 min.	6
7. TOWS Matrix and Portfolio Matrix.	4	10 min.	6
8. Organization Chart and Job description.	4	10 min.	6
9. Participant in MBO and MBO cycle.	4	10 min.	6
10. Managerial functions.	4	10 min.	6

April 2012

[LA 0412]

Sub. Code: 2001

**MBA HOSPITAL AND HEALTH SYSTEMS MANAGEMENT DEGREE
EXAMINATIONS**

Candidates admitted from 2010-2011

**PAPER I – MANAGEMENT PRINCIPLES IN MEDICAL AND HEALTH CARE
ORGANIZATIONS**

Q.P. Code : 432001

**Time : 3 hours
(180 Min)**

Maximum : 100 marks

Answer ALL questions in the same order.

I. Elaborate on :

	Pages (Max.)	Time (Max.)	Marks (Max.)
1. Define Decision Making. What are the steps involved in decision making? Explain its importance and characteristics.	17	40	20
2. List all the elements of Mckinsey's 7S framework. Discuss their role in analyzing the efficiency of hospital administration.	17	40	20

II. Write notes on :

1. "Management is an Art or Science" – Discuss.	4	10	6
2. Differentiate between Administration and Management.	4	10	6
3. Explain quality assurance methods for patient satisfaction using standard operating procedures in hospitals.	4	10	6
4. Why does conflict occurs between line and staff? Explain the remedial measures for improving line and staff relationship.	4	10	6
5. Write short notes on: a. Job Analysis b. Job Description c. Job Specification d. Job Rotation	4	10	6
6. "Planning is looking ahead, while control is looking back" – Discuss.	4	10	6
7. Describe the salient features of scientific management by F.W.Taylor.	4	10	6
8. Define Planning. Explain the various steps involved in planning.	4	10	6
9. What are the steps involved in staffing process?	4	10	6
10. Define Re-engineering. Explain the concept of re-engineering in a multi-specialty hospital.	4	10	6

[LC 0413]

APRIL 2013

Sub. Code: 2001

**MBA HOSPITAL AND HEALTH MANAGEMENT DEGREE EXAMINATION
FIRST YEAR
PAPER I – MANAGEMENT PRINCIPLES IN MEDICAL AND HEALTH CARE
ORGANIZATIONS**

Q.P. Code : 432001

Time : 3 hours

Maximum : 100 marks

I. Elaborate on:

(2x20=40)

1. Describe various Types of Plans.
2. Define MBO. Can it be effectively implemented in Indian Organization?

II. Write Notes on :

(10X6=60)

1. Differentiate between Administration and Management
2. Elucidate Fayol's contribution to Management.
3. Discuss "Systems Approach" to Management
4. "Planning is the essence of Management" Elucidate.
5. Discuss various types of social responsibility that are expected to be assumed by Business.
6. Social Audit
7. Planning Premises
8. Budget
9. Scalar Chain
10. Span of Control
