

[LB 1012]

OCTOBER 2012

Sub. Code: 2031

**MBA HOSPITAL AND HEALTH SYSTEM
MANAGEMENT DEGREE EXAMINATION
FIRST YEAR**

(for candidates 2011 – 2012 onwards)

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

Q.P. Code : 432031

**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. 'Management By Objectives (MBO) & Strategic planning (SP).	17	40	20
2. Quality Control? What are the objectives of and the processes to ensure quality in the healthcare sector.	17	40	20
II. Write Notes on :			
1. The recruitment process.	4	10	6
2. The stages of the selection process?	4	10	6
3. "Controlling ensures an effective performance of other managerial functions" Comment.	4	10	6
4. 'Management is the art of getting things done through & with people'. Elaborate.	4	10	6
5. The movement of a fracture patient from 'Entry to Exit' in a hospital.	4	10	6
6. (a) Job analysis (b) Co-ordination (c) Decision making methods.	4	10	6
7. The need of organizational hierarchy in a large organization.	4	10	6
8. Which is the right basis – Seniority or merit for promotion?	4	10	6
9. Define Planning. What are the advantages & limitations of planning in a hospital.	4	10	6
10. Enumerate and explain the steps in Budgeting.	4	10	6

[LC 0413]

APRIL 2013

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

Q.P. Code : 432031

Time : 3 hours

Maximum : 100 marks

I. Elaborate on :

(2x20=40)

1. The stages of planning.
2. Role of Human Resource Management in the running of a healthcare organization.

II. Write Notes on :

(10x6=60)

1. The significance of decision making? What procedure should be followed to arrive at a correct decision.
2. Define policy. What is its role in management?
3. Quality control methods to be followed in a Multispecialty Hospital.
4. 'Planning is looking ahead & control is looking back'. Express your views.
5. The different sources of recruitment.
6. Describe the need for 'teamwork' in a Hospital Setup.
7. The advantages of the orientation process.
8. Quality assurance.
9. Organizational hierarchy in a hospital. Give examples.
10. 'Delegation of authority' Discuss.

[LF 1014]

OCTOBER 2014

Sub.Code :2031

**MBA (HOSPITAL & HEALTH MANAGEMENT) DEGREE EXAMS
FIRST YEAR
(2011-2012 Batch onwards)**

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

Q.P. Code: 432031

Time: Three hours

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. What is System approach to Management? Explain the salient features of this approach.
2. Differentiate staffing and management job system. What are the factors that affect staffing?

II. Write notes on:

(10 x 6 = 60)

1. Management – Art of Science. Discuss
2. What is Span of Management? What are the factors that decide span of Management?
3. How TOWS Matrix differs from Portfolio Matrix?
4. What is strategy planning?
5. Explain various factors affecting staffing.
6. How computers are used in handling information?
7. What are the types of control charts?
8. Write short notes on methods and tools in Process capability analysis.
9. Write notes on standards ISO 14000.
10. What are the steps involved in Decision making process?
