



[4384] – 101

Seat No.	
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**P.G.D.H.M. (Semester – I) Examination, 2013**  
**101 : PRINCIPLES AND PRACTICES OF**  
**ORGANISATIONAL BEHAVIOUR**  
**(2012 Pattern)**

Time : 3 Hours

Max. Marks : 70

**Instructions:** 1) **Q. 1 is compulsory.**

2) Attempt **any four** out of the remaining.

1. “Planning is looking ahead while controlling is looking back”. Explain in light of nature and purpose of planning and controlling.
2. Define Communication ? Explain the process of communication in detail with block diagram and example.
3. Define organisational behaviour. Explain various models of organisational behaviour.
4. Define personality. Explain building blocks of personality with example.
5. Explain the concept of Group Dynamics with the help of group formation process.
6. Define motivation. Explain Maslow’s hierarchy of needs with example.
7. Write short notes on **any two** :
  - a) Quality Circles
  - b) Management by objectives
  - c) Job satisfaction
  - d) Attitude Formation Process.



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Seat No.	
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**P.G.D.H.M. (Semester – I) Examination, 2013**  
**103 : HOSPITAL PLANNING AND PROJECT MANAGEMENT**  
**(2012 Pattern)**

Time : 3 Hours

Max. Marks : 70

**Instructions:** 1) Attempt **any five** questions.

2) **All** questions carry **equal** marks.

1. What do you understand by “feasibility study’ for a new hospital in an urban area ? Discuss various analysis required to prepare feasibility study. **14**
2. Discuss the role of Architect appointed for a new hospital project. **14**
3. Describe plan of ICU in a multi speciality hospital for 300 beds. **14**
4. Discuss the importance and procedure of equipment planning of a 300 bedded corporate Multispeciality hospital. **14**
5. Describe licences required for registration of a new hospital. **14**
6. Discuss the plan of Inauguration of a new hospital, 10 km from a Metro city. **14**
7. Write short notes on **any two** : **14**
  - i) PERT chart
  - ii) F.S.I.
  - iii) Green hospital
  - iv) Day care unit.



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Seat No.	
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**P.G.D.H.M. (Semester – I) Examination 2013**  
**104 : MEDICAL TERMINOLOGY AND PROCEDURES**  
**(2012 Pattern)**

Time : 3 Hours

Max. Marks : 70

- Instructions :** 1) Attempt **any 5** questions.  
2) **All** questions carry **equal** marks.  
3) Draw diagrams **wherever** necessary.

1. Draw the anatomy of the heart and explain physiology of circulation. **14**
2. What is Cancer ? What preliminary investigations are required of a suspected cancer patient ? **14**
3. Write short notes on **any two** :
  - a) Pneumonia
  - b) Jaundice
  - c) Renal stones
  - d) Hypo-Thyroid dism. **14**
4. a) Describe the anatomy of male urinary system. **7**  
b) Describe the physiology of urine and excretion. **7**
5. Write short notes on **any two** : **14**
  - a) Endoscopy
  - b) Tracheostomy
  - c) CPR
  - d) MRI brain with contrast.
6. Write notes on abdominal sonography **or** mammography. **14**
7. What is endocrine system in a human body ? Highlight with examples. **14**



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**P.G.D.H.M. (Semester – I) Examination, 2013**  
**105 : HOSPITAL ADMINISTRATION**  
**(2012 Pattern)**

Time : 3 Hours

Max. Marks : 70

**Instructions:** 1) Attempt **any 5** questions.

2) **All** questions carry **equal** marks.

1. Discuss the importance of a Out Patient Department of a Multi-speciality hospital. **14**
2. How will you organize one day CNE Programme for hospital employee in Bio-Medical risk management ? **14**
3. Discuss the role of a Hospital Administrator in working of a hospital. **14**
4. Elaborate the safety and security of staff working in the Dietary Department of a 300 bed hospital. **14**
5. Write short notes on **any 2** of the following : **14**
  - a) Hospital infection control Committee
  - b) CSSD
  - c) Bed occupancy rate
  - d) House-Keeping Dept.
6. Write notes on **any 2** of the following : **14**
  - a) Imaging Services
  - b) Hospital census
  - c) Normal Test and Chi-square test
  - d) Non-Profit making depts. of a hospital
7. How would you redress a patient's grievance ? **14**



[4384] – 203

Seat No.	
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**P.G.D.H.M. (Semester – II) Examination, 2013**  
**203 : MATERIALS MANAGEMENT AND INVENTORY CONTROL**  
**(Old & New Common)**

Time : 3 Hours

Max. Marks : 70

**Note :** 1) **All** questions carry **equal** marks.  
2) Solve **any five** questions.

1. Write short notes (**any two**) :
  - a) VED Analysis
  - b) Drug Review Committee
  - c) Pilferage
  - d) Seasonal buying.
2. What are the principles of Materials Management ? Explain scope, functions and objectives of material management.
3. What is the meaning of Tender ? Discuss steps involved in Tender Buying.
4. What do you understand by Selective Inventory Control ? Explain with graph the application and limitation of ABC Analysis.
5. What do you understand by OBSOLESCENCE ? How do you manage Obsolete, Surplus and Scrap items in a hospital ?
6. What is the importance of Value Analysis in stores management ? Discuss briefly different types of values attached to any item.
7. Write short notes (**any two**) :
  - e) Vendor Rating
  - f) Inventory Costs
  - g) FIFO
  - h) Functions of Materials Manager.



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**P.G.D.H.M. (Semester – II) Examination, 2013  
201 : HUMAN RESOURCE MANAGEMENT  
(2009 Pattern)**

Time : 3 Hours

Max. Marks : 70

**Note :** i) Attempt **any five** questions.  
ii) **All** questions carry **equal** marks.

1. Define Human Resource Management. Explain the role of HR manager.
2. Explain the steps in selection process.
3. Discuss the importance of Job Description with reference to Hospital staff.
4. Explain the essentials of Group dynamics with relation to Hospitals.
5. Differentiate between Training and Development. Elaborate any two methods of Training.
6. Explain Machinery for settlement of Disputes.
7. Write short notes (**any two**) :
  - a) Characteristics and components of executive compensation.
  - b) Problems in communication process.
  - c) Dress code.
  - d) Reasons for increase in work place conflicts.



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Seat No.	
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**P.G.D.H.M. (Semester – II) Examination, 2013**  
**202 : LAWS RELATED TO HOSPITAL AND MEDICAL SERVICES**  
**(2009 Pattern)**

Time : 3 Hours

Marks : 70

**Instructions :** 1) Solve **5** questions.  
2) **First** question is **compulsory**.

1. Write short notes on **any two** : **30**
  - a) Dying Declaration
  - b) Consent and Negligence
  - c) Transplantation of human organs
  - d) General Claims procedure
  - e) Preamble of Indian Constitution
  - f) Employees Provident Fund Act.
2. What is the statutory requirement to be followed by the Hospital ? Under **10**
  - a) Registration of Births and Deaths Act
  - b) P.N.D.T. Act (Prenatal Diagnostic Techniques, Prevention of Misuse Act 1994)
3. Describe the composition of the District Consumer Forum. What are the judicial powers of the District Forum ? What types of remedies are given to the “consumer” by the District Forum ? **10**
4. What is a Contract ? How is a valid contract executed ? **10**
5. How would you register a Hospital ? Under. **10**
  - a) The Industrial Employment (Standing Orders) Act 1946.
  - b) Bombay shops and Establishments Act.
6. What are the obligations and duties cast on the Hospital under the following Acts or provisions in Acts **10**
  - a) Payment of Wages Act
  - b) Post Mortem.
7. Enlist the licences and certificates required to run a Hospital.



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Seat No.	
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**P.G.D.H.M. (Semester – II) Examination, 2013**  
**204 : HEALTH CARE AND ADMINISTRATION OF CLINICAL &**  
**NONCLINICAL SERVICES**  
**(2009 Pattern)**

Time : 3 Hours

Max. Marks : 70

***Instruction: Attempt any five questions.***

1. Explain health care delivery system at state level. 14
2. What are the functions of NACO ? 14
3. Write short notes on **any two** : 14
  - i) Importance of biostatistics in Research methodology in health care.
  - ii) Role of BCG in Tuberculosis Control Programme.
  - iii) Role of CSSD in ICU.
  - iv) Non conformance in quality control.
4. How will you organise and manage laundry in 125 bedded hospital ? 14
5. Biomedical waste in Radiation Therapy unit is exceptional. Explain. 14
6. Billing and claiming in hospital with insurance facility is good income source. Explain. 14
7. Write short notes on **any four** : 14
  - i) Condom
  - ii) Role of TPA
  - iii) Marketing new Digital X-ray Unit
  - iv) Fire safety and hospital gases.



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Seat No.	
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**PGDHM (Semester – I) Examination, 2013**  
**102 : MANAGERIAL ACCOUNTING AND FINANCIAL MANAGEMENT**  
**(2012 Pattern)**

Time : 3 Hours

Max. Marks : 70

- Instructions :** 1) Question no. 1 is **compulsory** and attempt **any two** questions from **each** Section.  
2) Figures to the **right** indicates **full** marks.  
3) Use of simple calculator is **allowed**.  
4) Answers to **both** Sections are to be written in the **same** answer book.

1. A) Fill in the blanks with appropriate word given in the bracket 5
- i) A Party from we purchase the material (Goods) on credit is our \_\_\_\_\_  
(Debtor, Creditor, Customer)
  - ii) The right hand side of a ledger account is called \_\_\_\_\_ side.  
(Front, Back, Credit, Debit)
  - iii) Expenses made by the business are always \_\_\_\_\_  
(Debited, Credited, Added)
  - iv) If the total of debit side of ledger account is greater than its credit side, the said account will show a \_\_\_\_\_ balance.  
(Nil, Debit, Credit, Negative)
  - v) Trial Balance ensures \_\_\_\_\_ accuracy but not accounting accuracy.  
(Geometrical, Scientific, Arithmetical)
- B) State whether following statements are **true** or **false** : 5
- i) P's Capital account is a personal account.
  - ii) Trial Balance is prepared after preparing Trading, Profit and Loss Account and Balance Sheet.
  - iii) Wages appearing in trial balance are debited to profit and loss account.
  - iv) Balance Sheet is a statement of assets and liabilities and not an Account.
  - v) Trade discount does not appear in books of accounts.

P.T.O.



## SECTION – I

2. Write short notes on **any three** : **15**
- i) Final Accounts
  - ii) Term Loan
  - iii) Sundry Debtors
  - iv) Current Assets
  - v) Bank Cash Credit and Bank Overdraft.
3. A) Write down the sequence of all the actions involved in preparing Trading, Profit and Loss A/c and Balance Sheet (i.e. Final accounts). **5**
- B) Which are the various Types of Ledger Accounts ? Explain the rules of accounting them with one example each. **5**
- C) Explain the term Outstanding expenses. Name the five such expenses. **5**
4. From the following Trial Balance of M/s RAM Traders, prepare Trading, P & L and Balance Sheet as on 31-03-2012 considering the following given adjustments. **15**

Ledger Accounts	Debit Rs.	Credit Rs.
Plant and Machinery	32,000	
Sundry Debtors	22,000	
Sundry Creditors		40,700
Motor car A/c	30,600	
Discount Received		1,800
Discount Allowed	2,700	
Furniture Account	14,300	
Sales Account		2,30,000
Purchase Account	1,17,000	
Purchase Return		1,800



Sales Return	3,100	
Wages Account	22,400	
Salary Account	10,200	
Transport Inward	1,400	
Transport Outward	2,300	
Loan given to B	20,000	
Printing and Stationery	3,500	
Advertising Expenses	4,800	
Cash in Hand	970	
Cash at Bank	1,230	
Bank Overdraft		11,500
OM's Capital		1,00,000
Land Account	47,300	
Building Account	50,000	
	<b>3,85,800</b>	<b>3,85,800</b>

**Adjustments :**

- 1) Closing Stock Valued at Rs. 30,000
- 2) Wages of Rs. 600/- are outstanding as on 31-03-2012
- 3) Provide 10% Depreciation on Plant and Machinery and 5% on furniture
- 4) Advertising Expenses of Rs. 800/- are prepaid.



## SECTION – II

5. A) Explain the term Working Capital. Mention the various factors that determines the size of Working Capital. **10**
- B) Describe the various sources of Working Capital Finance. **5**
6. A firm Sales 7,000 units at Rs. 27/- per Unit. Its Fixed Cost amounts to Rs. 44,000/- and variable cost is Rs. 16/- per Unit. You are required to calculate : **15**
- a) Break-Even Point (in units as well as in Value)
- b) Profit Volume (P/V) Ratio
- c) Margin of Safety
- d) Break-Even point if the selling price is increased to Rs. 30/- per unit
- e) Break-Even point if the Variable Cost is reduced to Rs. 15/- per unit.
7. Write short notes on **any three** : **15**
- a) Fixed Cost and Variable Cost
- b) Ratio Analysis, its limitations and Advantages
- c) Budgets and Estimates
- d) P V Ratio
- e) Cash Budget.
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Seat No.	
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**P.G.D.H.M. (Semester – I) Examination, 2013**  
**101 : PPM AND OB**  
**(2009 Pattern)**

Time : 3 Hours

Max. Marks : 70

**Instructions :** 1) Question no. 1 is **compulsory**.  
2) Attempt **any 4** out of **remaining**.  
3) **All** questions carry **equal** marks.

1. "Management is an art of getting things done through people". Justify this statement and also state relevant example.
2. Explain role of C.P.M. and PERT as controlling technique.
3. Define Leadership. Explain trait theory and situational leadership theory.
4. Define motivation. Explain any two theories of motivation.
5. Define Organisational Behaviour, its concepts, scope and importance in hospital administration.
6. Define group dynamics. Explain in detail theories of group formation.
7. Short notes **any two** :
  - 1) Steps in planning process
  - 2) Attributes of personality
  - 3) Types of motives
  - 4) Fourteen principles of management.



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Seat No.	
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**P.G.D.H.M. (Semester – II) Examination, 2013**  
**201 : HUMAN RESOURCE MANAGEMENT**  
**(2012 Pattern)**

Time : 3 Hours

Total Marks : 70

**Note :** 1) Attempt **any five** questions.  
2) **All** questions carry **equal** marks.

1. 'Management of Human Resource in Hospitals is necessary'. Discuss.
2. What is meaning of communication ? What are barriers of effective communication ?
3. What is Industrial Relations ? What are different machineries used for settlement of dispute ?
4. Explain the meaning and importance of Performance appraisal. Explain any two methods of appraisal.
5. Explain the process of Manpower Planning.
6. Differentiate between the terms Training and Development. Explain any two methods of training used to impart training to hospital staff.
7. Write short notes on **(any two)** :
  - i) Employee Separation
  - ii) Social Security
  - iii) Employee Turn over
  - iv) Collective Bargaining
  - v) Law of natural justice.



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Seat No.	
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**P.G.D.H.M. (Semester – II) Examination, 2013**  
**202 : LAWS RELATED TO HOSPITAL AND MEDICAL SERVICES**  
**(2012 Pattern)**

Time : 3 Hours

Max. Marks : 70

**Instructions:** 1) Attempt **any five** questions.  
2) **All** questions carry **equal** marks.

1. Describe criminal courts in India and their powers. 14
2. Describe rights and responsibilities of a Medical person. 14
3. Explain Dying Declaration in detail and its application in hospitals. 14
4. Define Medical Negligence in Medical Services to patients. 14
5. Write short notes on **any two**. 14
  - i) Death certificate
  - ii) Life support
  - iii) District transplant committee
  - iv) Deficiency of services U/CPA.
6. Write short notes on **any two**. 14
  - i) Payment of Wages Act
  - ii) Maternity Benefit Act
  - iii) Industrial Dispute Act, 1947
  - iv) Declaration of Geneva.
7. Write short notes on **any two**. 14
  - i) PNDT Act 1994
  - ii) Witness
  - iii) Nursing home Registration Act
  - iv) Decree.