

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 :**

|  | <b>Pages<br/>(Max.)</b> | <b>Time<br/>(Max.)</b> | <b>Marks<br/>(Max.)</b> |
|--|-------------------------|------------------------|-------------------------|
| 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 |

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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 :**

|   | <b>Pages<br/>(Max.)</b> | <b>Time<br/>(Max.)</b> | <b>Marks<br/>(Max.)</b> |
|---|-------------------------|------------------------|-------------------------|
| 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:<br>a. Job Analysis<br>b. Job Description<br>c. Job Specification<br>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 |

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