

HEALTH ADMIN INCLUDING HOSPITAL ADMINISTRATION
PAPER-I

HAH /D/17/14/I

TIME : 3 HOURS
MAX. MARKS : 100

- Attempt all questions in order.
- Each question carries 10 marks.
- Read the question carefully and answer to the point neatly and legibly.
- Do not leave any blank pages between two answers.
- Indicate the question number correctly for the answer in the margin space
- Answer all the parts of a single question together.
- Start the question to a question on a fresh page or leave adequate space between two answers.
- Draw table/diagrams/flowcharts wherever appropriate.

Write Short notes on:

1. a) Enumerate functions of management. 4+6
b) Draw a diagram depicting management levels and skills required at each level.
2. Managers have to face issues related to communication in hospitals. 5+2+3
a) Enumerate barriers of communication.
b) Define 'Grapevine' communication.
c) Draw a process diagram for communication between two persons.
3. 'Hospital as a System'. 10
4. a) What is 'Decision-making'? 2+8
b) Enumerate steps in decision making by a line diagram.
5. 'Managerial Grid' model for leadership. 10
6. a) Tests of significance 6+4
b) Predictive value
7. a) What is budget? 1+3+6
b) Enumerate various techniques used for budgeting in hospitals.
c) 'Zero-based' budgeting.
8. 'Job analysis' and 'Job enrichment'. 5+5
9. '360°' (Three Hundred and Sixty degree) performance appraisal system. 10
10. Techniques of conflict management in hospitals. 10
