

C-5272

Sub. Code

92111

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

First Semester

Health Service Management

HEALTH MANAGEMENT PROCESS AND BEHAVIOUR

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is meant by Managerial Skills?
2. Write a note on MBO?
3. What is Decentralisation?
4. Define Motivation.
5. Define Leadership.
6. What is Management of diversity?
7. What is meant by Delegation of Authority?
8. Define Communication.
9. Write a note on Group Dynamics?
10. What is Change Management?

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Write detailed note on Nature of Management?

Or

- (b) Explain Environmental Management.

12. (a) Explain the Policies and strategies of planning.

Or

- (b) Provide a detailed note on Interdepartmental Coordination.

13. (a) How communication is made effective? Explain.

Or

- (b) Explain the Organisational change and Development process.

14. (a) Write about Organisational Creativity and Innovation in detail.

Or

- (b) Explain the Leadership Styles in the Organisation.

15. (a) Write a detailed note on strategy and culture in the Organisation.

Or

- (b) Explain the Scope, Limitations of planning.

Part C

(3 × 10 = 30)

Answer **all** questions by choosing either (a) or (b).

16. (a) Describe the concepts of Management and Environment.

Or

- (b) Explain the Decision making process and Techniques.

17. (a) Explain the Impact of Technology on Organisational design.

Or

- (b) Explain the Barriers of Communication.

18. (a) Explain the power and politics of Organisational Behaviour.

Or

- (b) Explain the personality and individual difference in the Organisation.

C-5273

Sub. Code

92112

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021.

First Semester

Health Service Management

BASICS OF ACCOUNTING

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Book keeping?
2. What is Set of Books?
3. What is Journal?
4. What is Trial balance?
5. What is Net profit?
6. What is Cash flow statement?
7. What is Cost accounting?
8. What is ratio analysis?
9. What is material cost variance?
10. What is human resource accounting?

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b)

11. (a) What are the golden rules of accounting?

Or

- (b) What are the various classification of accounting?

12. (a) From the following transaction in the books of Gaurav, post them into ledger for June 2018.

June 1	Gaurav started business with Rs. 10,00,000
June 4	Purchased goods from Aniket worth Rs.40,000
June 7	Cash purchases Rs.25,000
June 10	Sold goods to vishakha Rs.30,000
June 12	Deposited cash into bank Rs 20,000.
June 15	Uninsured goods destroyed by fire Rs.5,500.
June 19	Received commission Rs.3,500.
June 22	Paid to Aniket Rs 25,000 in full settlement of A/c.
June 25	Cash stolen from Cash box Rs. 1,000.
June 27	Received from Vishakha Rs. 14,500 and discount allowed Rs.200
June 30	Interest received Rs.2400 directly added in our bank account.

Or

- (b) What is a Trading Account? Explain with a specimen form.

13. (a) Enter the following transaction in the cash book with cash, discount and bank, columns in the books of Mr. Abhishek Jan 2018.

January 1 Opening cash balance was Rs3,800 and bank balance was Rs. 27,500

January 4 Wages paid in cash Rs 1,500.

January 5 Received cheque of Rs 19,800 from KBK enterprises after allowing discount of Rs 200.

January 10 Cash of Rs 2,500 withdrawn from bank.

January 12 Received a cheque for Rs 4,500 in full settlement of the account of Mr.X at a discount 10% and deposited the same into the bank.

January 15 X's cheque returned dishonoured by the bank.

Or

- (b) What are the uses and significance of ratio analysis?

14. (a) What are the limitations of funds flow statement?

Or

- (b) What is cost sheet? give a specimen of cost sheet and explain its different items included in it.

15. (a) What is contribution? How does it help the management in solving various problem.

Or

- (b) The standard cost of material for manufacturing a unit of "Product A" is estimated as follows 15 kg. of raw material @ Rs.1.50 per. On the completion of the unit it was found that 20 kg. of raw material costing Rs. 2 per kg. has been consumed. Compute material cost variance.

Part C

(3 × 10 = 30)

Answer **all** questions, choosing either (a) or (b)

16. (a) From the following Trial balance, prepare trading and profit and loss account for the year ended 31st December 2018

Particular	Rs.	Particular	Rs.
Stock	45,000	Sales	3,15,000
Purchases	2,50,000	Capital	1,50,000
Wages	10,000	Sundry Creditors	30,000
Salaries	15,000	Return Outwards	3,000
Discount Payable	3,000	Discount	
Postage	2,000	Receivables	5,000
Advertising	15,000	Bill Payable	2,000
Return	2,000		
Drawings	10,000		
Furniture	18,000		
Debtors	40,000		
Cash at bank	20,000		
Building	70,000		
Cash in hand	5,000		
	5,05,000		5,05,000

Adjustment

- (i) Stock on 31.12.2018 Rs. 81,000
- (ii) Provide depreciation@ 10% p.a on furniture.
- (iii) Wages and salaries are outstanding to the extent of Rs. 1,200 and Rs. 600 respectively.

Or

- (b) Distinguish between Double entry and Single entry system.
17. (a) Anil purchased a machine on 1 Apr 2015 for Rs.400000. The useful life of the machine is 3 years and its estimated residual value is Rs.40000. At the end of its useful life, the machine is sold for 50000. Prepare the necessary ledger accounts in the books of Anil for the year ending 31st December every year. Use SLM.

Or

- (b) Explain the different methods and techniques of Costing
18. (a) Explain the various kinds of ratios and its use.

Or

- (b) From the following ledger account balances, prepare a Trial Balance of Mr. Sen for the year ended 31st March, 2015.

Capital	80,000
Sales	10,00,000
Adjusted Purchase	8,00,000
Current A/c(cr)	10,000

Petty Cash	10,000
Sales Ledger Balance	1,20,000
Purchase Ledger Balance	60,000
Salaries	24,000
Carriage Inwards	4,000
Carriage Outward	6,000
Discount Allowed	10,000
Building	80,000
Outstanding Expenses	10,000
Prepaid Insurance	2,000
Depreciation	4,000
Cash at Bank	80,000
Loan A/c (cr)	66,000
Profit and Loss A/c (cr)	20,000
Bad Debts Recovered	2,000
Stock at 31.03.2015	1,20,000
Interest Received	10,000
Accrued Interest	4,000
Investment	20,000
Provision for Bad Debts (01.04.2014)	6,000
General Reserve	20,000

C-5274

Sub. Code

92113

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

First Semester

Health Service Management

HEALTH ECONOMICS AND POLICY

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define health policy.
2. Define health economics.
3. Define Market.
4. Define oligopoly.
5. What is market equilibrium?
6. What is perfect competition?
7. Define Administration.
8. What is health expenditure?
9. What is equity in health care?
10. Define Rural Health Mission.

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Explain the Importance and role of government in health care of India.

Or

- (b) Describe the nature and scope of health economics.

12. (a) Describe monopolistic competition.

Or

- (b) Explain the steps in demand forecasting techniques.

13. (a) Describe cost-benefit analysis.

Or

- (b) Explain the indices of economic development and human welfare.

14. (a) Describe the impact of regulations in health economics.

Or

- (b) Explain the various types of costs relating to healthcare.

15. (a) Explain Economic, value and utility analysis in health policy.

Or

- (b) Discuss about the rationale of government's intervention and control.

Part C

(3 × 10 = 30)

Answer **all** questions, choosing either (a) or (b).

16. (a) Describe the available resources and technology for the health care in India.

Or

- (b) Discuss about the socio economic culture in existing organizational structure.

17. (a) Explain the advantages and disadvantages of privatization of health care in India.

Or

- (b) Explain the National Urban Health mission.

18. (a) Describe the domestic and international market in health care.

Or

- (b) Explain the major contributors to increases in the healthcare costs.

C-3986

Sub. Code

92114

M.B.A. DEGREE EXAMINATION
HEALTH SERVICE MANAGEMENT
NOVEMBER 2021 EXAMINATION
First Semester
HUMAN RESOURCE MANAGEMENT
(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Human Resource Management?
2. What is Organisation?
3. What is compensation management?
4. What is Recruitment?
5. What is human resource inventory?
6. What is Morale?
7. What is Career planning?
8. What is Job Evaluation?
9. Write about Wages.
10. What is Disciplinary action?

Part B

(5 × 5 = 25)

Answer **all** questions, by choosing either (a) or (b).

11. (a) Briefly explain about developments of Human Resource management in India.

Or

- (b) Discuss about the managerial function of human resource management.

12. (a) Explain about principles of personnel policies.

Or

- (b) Discuss in detail about types of evaluation.

13. (a) Briefly discuss about the factors affecting man power planning.

Or

- (b) Discuss about the factors that influence in Recruitment process.

14. (a) Explain about different approaches of training.

Or

- (b) Discuss about the five effective performance appraisal methods.

15. (a) Briefly discuss about the objectives of compensation management.

Or

- (b) Discuss about types of grievances.

Part C

(3 × 10 = 30)

Answer **all** questions, by choosing either (a) or (b).

16. (a) Discuss in detail about approach in human resource management.

Or

(b) Explain about recruitment and selection policy in detail.

17. (a) Discuss in detail about Human Resource information system.

Or

(b) Discuss in detail about various sources of recruitment.

18. (a) Briefly explain about the methods of training.

Or

(b) Discuss in detail about types of rewards.

C-5275

Sub. Code

92115

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

First Semester

Health Service Management

HEALTH MANAGEMENT INFORMATION SYSTEM

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Management information system.
2. What is knowledge management system?
3. What is data warehousing?
4. What is database management system?
5. Distinguish between data and information.
6. What is hospital records?
7. Define user interface.
8. What is DSS?
9. Define E-business
10. What is intranet?

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Briefly explain advantages and disadvantages of DBMS in health care Sector.

Or

- (b) Discuss about the concept of management information system.

12. (a) Discuss the application of MIS in stores in a hospital.

Or

- (b) Discuss in detail about need for information system.

13. (a) Briefly discuss about interface and reporting.

Or

- (b) Discuss about the application of MIS in different area.

14. (a) What are the uses of computers for MIS database management?

Or

- (b) What are the ethical issues of information management in hospital?

15. (a) What are the merits of SPSS in MIS.

Or

- (b) What are different types of E commerce? Describe each type.

Part C

(3 × 10 = 30)

Answer **all** questions by choosing either (a) or (b).

16. (a) Discuss in detail about Benefits of enterprise system.

Or

- (b) Explain about functional perspective of informational services.

17. (a) Explain in detail about resource utilisation of hospital services.

Or

- (b) What are the significant role of information management in ERP.

18. (a) Briefly explain about various application of software tools in MIS.

Or

- (b) Discuss in detail the types of information system in the enterprise.
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C-5276

Sub. Code

92116

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

First Semester

Health Service Management

**CORPORATE FINANCE AND MANAGEMENT
ACCOUNTING**

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Financial management.
2. What is risk?
3. Define capital budgeting.
4. What is profitability index?
5. What is financial leverage?
6. What is dividend policy?
7. Define working capital.
8. What is inventory management?
9. Define shares
10. What is financial statement?

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Briefly explain functions of financial management.

Or

- (b) What are the objectives of financial management?

12. (a) What are the factors affecting capital investment decision?

Or

- (b) What are the merits and demerits of payback method?

13. (a) What are the importance of balanced capital structure?

Or

- (b) A company has the following capital structure

Equity share capital	Rs. 1,00,000
10% prof.share capital	Rs. 1,00,000
8% debentures	Rs. 1,25,000

The present EBIT is Rs.50,000. Calculate the financial leverage assuring that company is in 50% tax bracket.

14. (a) Explain about various methods of assessing working capital requirement.

Or

- (b) Discuss about working capital procedure

15. (a) Explain the functions of Indian capital market.

Or

- (b) What are the limitations of financial statement analysis?

Part C (3 × 10 = 30)

Answer **all** questions, choosing either (a) or (b).

16. (a) Explain the functions of finance in what way is the objectives of wealth maximization superior to profit maximization.

Or

- (b) Explain about scope of financial management.

17. (a) XYZ ltd. to use two financial plan and they need Rs. 50,000 for total investment

Particular	Plan A	Plan B
Debentures (interest at 10%)	40,000	10,000
Equity shares (Rs. 10 each)	10,000	40,000
	<u>50,000</u>	<u>50,000</u>
Number of equity share	4,000	1,000

The earning before interest and tax assumed at Rs 5000 and 12,5000. The tax rate is 50 %. Calculate the EPS.

Or

- (b) State the different costs of a working capital policy.

18. (a) Discuss about the techniques of inventory management.

Or

(b) What do you mean by new issues market? Explain its function and methods of floating new issues.

C-2313

Sub. Code

92121

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

Second Semester

Health Service Management

RESEARCH METHODOLOGY AND STATISTICS

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define research design.
2. What is research problem?
3. What is non-sampling error?
4. What is primary data?
5. What is type 1 error?
6. Explain null hypothesis.
7. Where can cluster analysis be applied?
8. State the different methods of measuring dispersion?
9. Narrate the purpose of research proposal.
10. What are the essentials of a good report?

Part B**(5 × 5 = 25)**Answer **all** questions.

11. (a) Explain the features of exploratory research.

Or

- (b) Explain the important scaling techniques used in research.

12. (a) Explain the various techniques of sampling methods in business research.

Or

- (b) Distinguish between experiment and survey methods of data collection.

13. (a) Explain the steps involved in testing hypothesis.

Or

- (b) Explain the components of a research design.

14. (a) The mean annual salaries paid to 1,000 employees of a company were Rs.5,000. The mean annual salaries paid to male and female employees were Rs.5,200 and Rs.4,200 respectively. Determine the percentage of males and females employed by the company.

Or

- (b) Describe the steps of preparing data for analysis.

15. (a) What are the assumptions and application of ANOVA?

Or

- (b) Explain the layout of a research report.

Part C $(3 \times 10 = 30)$ Answer **all** questions.

16. (a) What is a research problem? What are the main issues in formulating a research problem?

Or

- (b) What are secondary data? What are the advantages and disadvantages of secondary data? What are the sources of secondary data?

17. (a) What is the need for formulating hypotheses in business management research? Explain the procedure of formulating and testing hypotheses for two population means.

Or

- (b) Compute Quartile deviation and its coefficient.

$X:$ 30-32 32-34 34-36 36-38 38-40 40-42 42-44

$F:$ 12 18 16 14 12 8 6

18. (a) Enumerate and explain the steps in Cluster Analysis.

Or

- (b) What are the basic norms of research report? Explain with suitable examples.

C-5277

Sub. Code

92131

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

Third Semester

Health Service Management

OPERATIONS RESEARCH

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Describe the various objectives of OR.
2. State three properties of OR models.
3. Define the term constraints in linear optimization models by assuming a suitable industrial situation.
4. Elucidate the characteristics of a linear programming model.
5. Can degeneracy occur in a transportation problem? Justify your answer.
6. Discuss the applications of assignment problem.
7. Enumerate the limitations of using PERT;
8. Mention the applications of networking techniques.
9. What are the classification of queuing models?
10. What are the various reasons for using simulation?

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Use graphical method to solve the following problems.

$$\text{Maximize } Z = 2X_1 + 3X_2$$

Subject to constraints

$$X_1 + X_2 \leq 1$$

$$3X_1 + X_2 \leq 4$$

$$X_1, X_2 \geq 0$$

Or

- (b) Explain the 'graphic method' of solving an L.P.P. What are its limitations?
12. (a) What do you understand from a transportation model of O.R.? List various methods of solving transportation problem.

Or

- (b) Find the feasible solution of the following transportation problem using north-west corner method:

Factory	W1	W2	W3	W4	Supply
F1	14	25	45	5	6
F2	65	25	35	55	8
F3	35	3	65	15	16
Requirement	4	7	6	13	

13. (a) State the common and distinguishing features of the assignment and the transportation models.

Or

- (b) What does a critical path actually signify? In what does it differ from any other path and in what ways all its activities are particularly important?
14. (a) A self-service store employs one cashier at its counter. Nine customers arrive on an average every 5 minutes while the cashier can serve 10 customers in 5 minutes. Assuming poisson distribution for arrival rate and exponential distribution for service time, find
- (i) Average number of customers in the system.
 - (ii) Average number of customers in the queue or average queue length.
 - (iii) Average time a customer spends in the system.
 - (iv) Average time a customer waits before being served.

Or

- (b) Discuss basic elements of waiting line situations.
15. (a) Explain Monte Carlo method and give the situations where these methods are useful.

Or

- (b) A bakery keeps a stock of a popular brand of cake. Daily demand based on past experience is given below.

Daily demand	0	15	25	35	45	50
Probability	0.01	0.15	0.20	0.50	0.12	0.02

Consider the following sequence of random numbers:

48, 78, 09, 51, 56, 77, 15, 14, 68 and 09.

- (i) Using the sequence, simulate the demand for the next 10 days.
- (ii) Find the stock situation if the owner of the bakery decides to make 35 cakes every day. Also estimate the daily average demand for the cakes on the basis of the simulated data.

Part C

(3 × 10 = 30)

Answer **all** questions, by choosing either (a) or (b).

16. (a) Solve the following LPP using graphical method
Maximize $Z = 3x + 2y$

Subject to

$$-2x + 3y \leq 9$$

$$3x - 2y \leq -20$$

$$x, y \geq 0$$

Or

- (b) Explain the simplex method of solving linear programming problem.

17. (a) A company has three production shops supplying a product to five warehouses. The cost of production varies from shop to shop and so does the unit transportation cost from a shop to a warehouse. Each shop has a specific production capacity and each warehouse has certain amount of requirement. The unit transportation costs are given below:

Shop	Warehouse					Capacity
	I	II	III	IV	V	
A	6	4	4	7	5	100
B	5	6	7	4	8	125
C	3	4	6	3	4	175
Demand	60	80	85	105	70	

The cost of manufacturing the product at different production shops is

Shop	Variable cost (Rs.)	Fixed cost (Rs.)
A	14	7,000
B	16	4,000
C	15	5,000

Find the optimum quantity to be supplied from each shop to different warehouses at minimum total cost.

Or

- (b) Five wagons are available at stations 1, 2, 3, 4 and 5. These are required at five stations I, II, III, IV and V. The mileages between various stations are given by the table below. How should the wagons be transported so as to minimize the total mileage covered?

	I	II	III	IV	V
1	10	5	9	18	11
2	13	9	6	12	14
3	3	2	4	4	5
4	18	9	12	17	15
5	11	6	14	19	10

18. (a) A small maintenance project consists of the following jobs whose precedence relationships is given below.

Job	1-2	1-3	2-3	2-5	3-4	3-6	4-5	4-6	5-6	6-7
Duration (days)	15	15	3	5	8	12	11	14	3	14

- (i) Draw an arrow diagram representing the project.
- (ii) Find the total float for each activity.
- (iii) Find the critical path and the total project duration.

Or

- (b) State the rules for constructing a network. Explain the procedure of determining the critical path in a network diagram.

C-3996

Sub. Code

92132

**M.B.A. DEGREE EXAMINATION
HEALTH SERVICE MANAGEMENT
NOVEMBER 2021 EXAMINATION**

Third Semester

COUNSELLING

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define counselor.
2. What do you mean by stress?
3. Define active listening.
4. List the types of stressors.
5. Define Group therapy.
6. What are Ego states?
7. Define transactional analysis.
8. Define conflict.
9. What is history taking?
10. Define drug addiction.

Part B

(5 × 5 = 25)

Answer **all** questions, by choosing either (a) or (b).

11. (a) Describe stress and its stages.

Or

(b) Write short note on group therapy.

12. (a) Briefly describe Egan's skilled helper model.

Or

(b) Explain the challenges faced by a counselor.

13. (a) Narrate the process involved in counseling the terminally ill.

Or

(b) Explain Conflict management.

14. (a) Describe the importance of counselee relationship.

Or

(b) Describe the importance of communication in counseling.

15. (a) Describe the basic principles of counseling.

Or

(b) Discuss the need for counseling in health care setup.

Part C

(3 × 10 = 30)

Answer **all** questions, by choosing either (a) or (b).

16. (a) Discuss in detail about specific approaches to counseling.

Or

(b) Describe the counseling techniques used to handle a person addicted to drugs.

17. (a) Discuss elaborately the history taking process and its importance.

Or

(b) Describe the Ethics in counseling.

18. (a) Write in details about the profile of a counsellor in hospital.

Or

(b) Elaborately discuss on counselling the suicidal.

C-3997

Sub. Code

92133

**M.B.A. DEGREE EXAMINATION
HEALTH SERVICE MANAGEMENT
NOVEMBER 2021 EXAMINATION**

Third Semester

LAW RELATING TO HOSPITAL MANAGEMENT

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Bonus Act?
2. What is EST Act?
3. What is substitutes Act?
4. What is Drug and cosmetic Act?
5. What is consumer production Act?
6. What is IMC?
7. What is Autopsy?
8. What is consent form?
9. What is Patient responsibility?
10. What is IRDA?

Part B

(5 × 5 = 25)

Answer **all** questions, by choosing either (a) or (b).

11. (a) Briefly explain about payment of Bonus act.

Or

(b) Discuss about the Employee provident fund.

12. (a) Explain about important features of tobacco control.

Or

(b) Discuss in detail about medical termination of pregnancy act.

13. (a) Briefly discuss about the strict liability torts.

Or

(b) Discuss about the importance of professional liability.

14. (a) Explain about process of autopsy.

Or

(b) Explain about rules and regulation of dying declaration.

15. (a) Briefly discuss about IRDA.

Or

(b) Discuss about Concept Patient duties.

Part C

(3 × 10 = 30)

Answer **all** questions, by choosing either (a) or (b).

16. (a) Discuss in detail about the responsibility of payment of wages.

Or

(b) Explain about disablement benefits.

17. (a) Write about various types of torts.

Or

(b) Discuss in detail about duties and responsibility of physician in general.

18. (a) Briefly explain about patient bill of rights.

Or

(b) Discuss in detail about TPA Act.

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C-3998

Sub. Code

92134

**M.B.A. DEGREE EXAMINATION
HEALTH SERVICE MANAGEMENT
NOVEMBER 2021 EXAMINATION**

Third Semester

OPERATIONS MANAGEMENT — II

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define — Operation management.
2. What do you mean by Pest control?
3. What is cardiothoracic?
4. What do you mean by Protocols?
5. Importance of Blood donation.
6. Essential steps in cost control.
7. What is layout?
8. Essential steps in Sterilization procedure.
9. Define — Inventory control.
10. Ward rounds.

Part B

(5 × 5 = 25)

Answer **all** questions, by choosing either (a) or (b).

11. (a) Functions of Dietary rounds.

Or

(b) Short notes on networking and packages.

12. (a) Explain the procedure for blood collection.

Or

(b) Briefly explain the Tendering negotiation.

13. (a) Short notes on Orthopedic theater.

Or

(b) Advantages of Hospital websites.

14. (a) Essential elements of Documentation.

Or

(b) Briefly explain food servicing technique.

15. (a) Short notes on ICU.

Or

(b) Briefly explain the Nursing care.

Part C

(3 × 10 = 30)

Answer **all** questions, by choosing either (a) or (b).

16. (a) Describe in details about nursing care in hospitals.

Or

(b) Explain about the different kinds of menu.

17. (a) Explain the functions and procedures in stores in hospitals.

Or

- (b) Describe in details about food and beverages, dietary in hospitals.
18. (a) Explain about various IT department functions in hospitals.

Or

- (b) Describe the functions of operations theatre.
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C-3999

Sub. Code

92135

M.B.A. DEGREE EXAMINATION
HEALTH SERVICE MANAGEMENT
NOVEMBER 2021 EXAMINATION
Third Semester
HOSPITAL PLANNING AND DESIGN
(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Corporate hospitals?
2. What are the general objectives?
3. What is Morbidity history?
4. What is Medical insurance scheme?
5. What is tertiary care?
6. Discuss about any two nature of specialties.
7. What is fixed asset?
8. Discuss about any two uses of databases.
9. Discuss about any two critical needs of efficient architecture.

10. What is hospital administration?

Part B

(5 × 5 = 25)

Answer **all** questions, by choosing either (a) or (b).

11. (a) Briefly explain about scope for corporate hospitals.

Or

(b) Discuss about the growth and expansion aspects.

12. (a) Explain about important about determination of types.

Or

(b) Discuss in detail about demand and supply.

13. (a) Briefly discuss about the strict liability torts.

Or

(b) Discuss about the functional planning.

14. (a) Explain about detail about equipment selection and servicing.

Or

(b) Explain about adaptation to NH and handling.

15. (a) Briefly discuss about Material handling.

Or

(b) Discuss about scope for application of modern technology.

Part C

(3 × 10 = 30)

Answer **all** questions, by choosing either (a) or (b).

16. (a) Discuss in detail about the needs for scientific planning and design experience in hospitals.

Or

(b) Explain about Swap Analysis.

17. (a) Write about difference between primary, secondary, tertiary health care.

Or

(b) Discuss in detail about infrastructural technical inputs to models hospitals.

18. (a) Briefly explain about inputs to civil engineering and execution of hospital construction.

Or

(b) Discuss in detail about steps involved in manpower planning for a corporate hospital.

C-4000

Sub. Code

92136

**M.B.A. DEGREE EXAMINATION
HEALTH SERVICE MANAGEMENT
NOVEMBER 2021 EXAMINATION**

Third Semester

HEALTH CARE STRATEGIC MANAGEMENT

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What do you mean by strategic management?
2. List out importance of strategic management?
3. Define mission.
4. State the importance of objectives.
5. State any two strategies of Single specialty hospital.
6. What do you mean by SWOT?
7. Define value chain.
8. Define BCG model.
9. List the Qualitative and Quantitative factors.
10. What do you mean by resource allocation?

Part B

(5 × 5 = 25)

Answer **all** questions, by choosing either (a) or (b).

11. (a) Discuss the levels of strategic management.

Or

(b) Explain the pitfalls of strategic management.

12. (a) Write a note on corporate planning.

Or

(b) Explain the importance of social responsibility in health care sector.

13. (a) Describe the strategies adopted in government hospitals.

Or

(b) Give short note on environment scanning.

14. (a) Discuss the methods of internal environment analysis.

Or

(b) What do you mean by mixed strategies?

15. (a) Explain 'stop-light' model.

Or

(b) Elaborate the elements of strategic implementation.

Part C

(3 × 10 = 30)

Answer **all** questions, by choosing either (a) or (b).

16. (a) Write an essay on models of strategic management.

Or

(b) Write a note on vision mission objectives.

17. (a) Explain the strategic management in corporate and multispecialty hospitals.

Or

(b) Discuss elaborately on an analysis of competitive environment.

18. (a) State stability and growth strategies.

Or

(b) Explain the steps involved in the implementation of strategies in health care.
