HEALTH ADMINISTRATION INCLUDING HOSPITAL ADMINISTRATION

PAPER – I

HAH/D/15/14/I

Time : 3 hours
Max. Marks : 100

Important instructions:

- 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 answer 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. Importance of “objectives” in management. ................................................................. 10
2. SWOT or TOWS – A model tool for strategic analysis in management. Explain. ........ 10
3. Major differences between decentralization and delegation. ........................................ 10
4. Need for “Performance Appraisal” of hospital staff. ..................................................... 10
5. Barriers in communication. .......................................................................................... 10
6. Herzberg’s Motivation – Hygiene Theory. .................................................................... 10
7. Budget and Return on investment as control devices. .................................................... 10
8. Span of control of a Manager. ........................................................................................ 10
9. Prerequisites for Total Quality Management. ............................................................... 10
10. Supply chain management and sustainability of system. ............................................... 10

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