

**HEALTH ADMINISTRATION INCLUDING HOSPITAL ADMINISTRATION**

**PAPER-I**

Time: 3 hours  
Max. Marks:100

HAH/J/20/14/I

**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. Explain communication. How various communication tools can be leveraged to ensure efficiency and effectiveness in Hospital Management? 5+5
2. What is Corporate Social Responsibility? Can this measure help in generating resources for healthcare sector? Discuss its impact on health sector in India in past few years. 10
3. Enumerate various hospital statistics. How can these be used for monitoring performance of hospital? 4+6
4. What is depreciation? What are the methods of calculating depreciation? When are these methods used (illustrate with suitable examples)? 2+3+5
5. a) What are various types of Performance Management System (PMS) which are used nowadays? 3+3+4  
b) Enumerate components of any PMS commonly used in private sector.  
c) Discuss in brief advantages & limitation of this system.
6. a) What is managerial effectiveness? 3+7  
b) What are specific skills & general skills that have bearing on managerial effectiveness.
7. What do you understand by contingency theory of management? What are the distinct merits of this theory over other theories of management? 3+7
8. "Resistance to change" is common in any organization. Why is it so? What are the most significant barriers to change? What are the principles of change management? 2+3+5

**P.T.O.**

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9. a) What do you understand by delegation? 3+3+4  
b) What are the differences between delegation & decentralization?  
c) Give examples, where you will prefer either delegation or decentralization, with rationale for choosing one over another?
10. a) What is the role of budgeting in management of any organization? 2+3+5  
b) Enumerate different types of budgeting techniques which are used by public & private organizations.  
c) For a public sector health care organization, which technique in your opinion will be the best suited. What are the advantages of this technique?

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