

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
