



**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:

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

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