

# Rajiv Gandhi University of Health Sciences

## I Semester M.H.A Degree Examination - OCT-2019

[Time: 3 Hours]

[Max. Marks: 100]

### HOSPITAL ADMINISTRATION

#### Research Methodology and Operations Research

### Q.P. CODE: 8713

Your answers should be specific to the questions asked.  
Draw neat, labeled diagrams wherever necessary.

#### LONG ESSAY

**1 X 20 = 20 Marks**

1. Design a questionnaire to measure customer satisfaction regarding services offered by master health check up section of a tertiary care teaching hospital.

#### SHORT ESSAY (Answer any Seven)

**7 X 10 = 70 Marks**

2. Describe the methods of collection of data from primary sources.
3. Explain briefly the research process.
4. What is sampling and explain the various types of sampling techniques.
5. Describe the importance of operations research in decision making.
6. State two major reasons for using simulation. Explain the Monte Carlo simulation. Add a note on its application in the hospitals.
7. Errors and dummies in network analysis.
8. What are the ethical aspects to be considered before research?
9. Write a structure of a queue system and add a note on its classification models.

#### SHORT ANSWERS (Answer any Five)

**05 X 02 = 10 Marks**

10. Holtzman Ink blot test
11. Coding of data
12. Discrete variable
13. Kendal lee notation
14. Advantages of model building in operations research
15. Expected monetary value

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