

Post Graduate Diploma in Hospital Management  
First semester exam- batch I -2021-22

**Paper-II-Principles and Practice of Management & Organizational Behaviour & Human Resource Management**

Date : 09.03.2022

Time : 11.00 to 2.00pm

**Section A - Principles and Practice of Management**

**Total Marks: 60**

**Credit:3**

**Q-1. Descriptive question (attempt any three out of five ) marks 30**

1. What are the various types of organization structure , Explain with example.
2. Discuss Maslow's need Hierarchy theory of motivation with suitable example
3. Explain the techniques of managerial control , giving suitable example
4. What are the steps of management? Discuss the Differences between delegation and decentralization of hospital departments
5. Describe planning cycle giving suitable example in the context of hospital.

**Q.2. Write in brief (attempt any 3 out of 5 ) marks 15**

1. SWOT analysis
2. Define management and elements of management with example
3. Levels of health care system
4. SMART objectives
5. Henry Fayol principles

**Q-3. Short notes (attempt any 3 out of 5) marks 15**

- (A) Differences between functional and divisional structure
- (B) What is decision making cycle?
- (C) Barrier to communication
- (D) "Planning is looking ahead and controlling is looking back," comment
- (E) What is PERT analysis? Explain with example.

**Section B- Organizational Behaviour & Human Resource Management**

**Marks -40**

**Credit:2**

**Q-1. Descriptive Question: (attempt any one out of two) marks 10**

1. Explain the process of recruitment and selection with suitable example in context of planning of HR for 500 bedded hospital .
2. Discuss the four strategies of conflict resolution with example.

**Q.2. Write in brief (attempt any 3 out of 5 ) marks 15**

1. .Performance appraisal
2. Characteristics of effective manager
3. Personality and its determinants
4. Definition of O.B. and its aims
5. Process of training in an organization

**Q-3. Short notes ( attempt any 3 out of 5 ) marks 15**

- A) List any five concept of O.B.
- B) Difference between in-service training and external training
- C) Motivation & different types of motivation
- D) Effects of globalization on health care
- E) What is democratic leadership style?