

**NATIONAL INSTITUTE OF PUBLIC HEALTH TRAINING AND RESEARCH, MUMBAI**  
**Post Graduate Diploma in Hospital Management (PGDHM) Batch: 2023-24**  
**First Semester Examination- Final Exam**

**PAPER-II**

**PRINCIPLES AND PRACTICES OF MANAGEMENT &  
ORGANISATIONAL BEHAVIOUR AND HUMAN RESOURCE MANAGEMENT**

Date: 17/11/2023

Total Marks: 100

Time: 02:00 PM to 05:00 PM (03 Hours)

Credit: 5.0

**Section: A) Principles and Practices of Management**

**Credit: 3.0 / Marks: 60**

**Q: 1) Descriptive Question (Attempt any three) 30 Marks**

- a) What are the various types of organisation structure? Explain with example.
- b) What are the key components of India's healthcare delivery system?
- c) Explain by giving examples from hospital settings the differences between delegation and decentralization.
- d) Explain the importance of controlling in an organisation. What are the problems faced by the organisation in implementing an effective control system?
- e) What is Planning and its benefits? What are the Steps in Planning cycle?

**Q: 2) Write in Brief (Attempt any three) 15 Marks**

- a) SWOT analysis
- b) Role of emerging technologies, such as artificial intelligence, in shaping the future of healthcare
- c) SMART objectives
- d) Henry Fayol's principles of management
- e) Principles of Directing

**Q: 3) Short Notes (Attempt any three) 15 Marks**

- a) Effects of Globalization in Health care
- b) Decision making cycle
- c) Barriers to communication
- d) Grapevine Network
- e) PERT

**Section: B) Organisational Behaviour and  
Human Resource Management**

**Credit: 2.0 / Marks: 40**

**Q: 1) Descriptive Question (Attempt any one) 10 Marks**

- a) Discuss Maslow's need Hierarchy theory of motivation with suitable example.
- b) Discuss the four strategies of conflict resolution with example.

**Q: 2) Write in Brief (Attempt any three) 15 Marks**

- a) Performance appraisal
- b) Personality and its determinants
- c) Definition of O.B. and its aims
- d) Job analysis
- e) Characteristics that effective managers

**Q: 3) Short Notes (Attempt any three) 15 Marks**

- a) Leadership styles
- b) Difference between in-service training and external training
- c) What is human resource planning?
- d) How do teams contribute to organisational success, and what is the process of team formation and teamwork?
- e) Stress management and its relevance to employee well-being and performance

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