

**NATIONAL INSTITUTE OF PUBLIC HEALTH TRAINING AND RESEARCH, MUMBAI**  
**Post Graduate Diploma in Hospital Management (PGDHM) Batch: 2024-25**  
**First Semester Examination**

**PAPER-II**

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

Date: 14/10/2024

Total Marks: 100

Time: 2:00 PM to 5:00 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 organization structure? Explain with example.
- b) Explain the importance of controlling in an organization. What are the problems faced by the organisation in implementing an effective control system?
- c) Explain by giving examples from hospital settings the differences between delegation and decentralization.
- d) Explain the different types of Managerial functions with reference to the context of a private Hospital.
- e) What are the steps in the planning process taken by management?

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

- a) What does the term 'Span of Management' refer to?
- b) What is Decision Making Cycle?
- c) What is Quality Circle?
- d) Budgetary Control as a technique of Managerial Control
- e) Effects of Globalization in Health care

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

- a) SWOT Analysis
- b) Define Management and its importance
- c) Levels of Health Care System in India
- d) SMART Objectives
- e) Characteristics of effective managers

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

**Credit: 2.0 / Marks: 40**

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

- a) Define leadership. Discuss leadership styles with suitable example.
- b) What is personality? Explain the factors that contribute to personality Development.

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

- a) Strategies of Conflict Resolution with example
- b) Process of Recruitment and Selection
- c) Maslow's Hierarchy Theory
- d) Performance Appraisal
- e) Definition of O.B. and its Aims

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

- a) Grapevine Network
- b) Briefly explain any five systems of work stress.
- c) What is Human Resource Planning?
- d) Barriers to Communication
- e) Briefly explain the four stages of team building.

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