

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

PAPER–II

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

Date: 01/11/2023

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) Discuss the importance of Planning, organising, leading, and controlling in managerial functions with example
- b) What are the various types of organization structure, Explain with example.
- c) Discuss Maslow's need Hierarchy theory of motivation with suitable example
- d) Explain the techniques of managerial control, giving suitable examples
- e) Explain by giving examples from hospital settings the differences between delegation and decentralization

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

- a) SWOT analysis
- b) Define management and elements of management with example
- c) What is Quality Circle?
- d) SMART objectives
- e) Henry Fayol's principles of management

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

- a) What are the characteristics that effective managers display?
- b) What is decision making cycle?
- c) Barriers to communication
- d) "Planning is looking ahead and controlling is looking back," Give comments.
- e) What is PERT?

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

Credit: 2.0 / Marks: 40

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

- a) You are requested to provide some advice to plan for Human Resources of 500 bedded hospital. You need to develop the process of recruitment and selection. You are required to explain the whole process with a 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) Process of recruitment and selection
- c) Personality and its determinants
- d) Definition of O.B. and its aims
- e) Hersey Blanchard's Situational Leadership

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

- a) List any five concepts of O.B.
- b) Managerial functions with reference to the context of a private Hospital
- c) What is human resource planning?
- d) Role of Hospital Manager in a Public Hospital
- e) What is democratic leadership style?

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