Rajiv Gandhi University of Health Sciences, Karnataka

IV semester Bachelors in Hospital Administration Degree Examination – 14-Dec-2020

Time: Three Hours | Max. Marks: 80 Marks

Epidemiology and Public Health Administration

Q.P. CODE: 1313

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

LONG ESSAYS (Answer any Two) 2 x 10 = 20 Marks

1. Explain the health care delivery system of India at State level.
2. List the national health programmes for communicable diseases in India. Explain briefly the National Malaria Control Programme.
3. Define primary health care. Explain the principles and elements of primary health.

SHORT ESSAYS (Answer any Eight) 8 x 5 = 40 Marks

4. Explain briefly demographic cycle.
5. Explain the biomedical concept of health.
6. Functions of WHO
7. Explain the natural history of disease.
8. Discuss the recommendations of Bhore committee.
9. Discuss the various modes of interventions.
10. Write in brief about Integrated Child Development Scheme.
11. Write a note on National Mental Health Programme.
12. Functions of Anganwadi worker
13. Objectives of five year plans

SHORT ANSWERS (Answer any ten) 10 x 2 = 20 Marks

14. Explain the levels of health care.
15. Functions of medical officer in PHC
16. Relationship between incidence and prevalence
17. Functions of UNDP
18. List the temporary methods of sterilization.
19. Define surveillance and list the types.
20. Iceberg phenomenon
21. Functions of sub centre
22. Functions of Indian Red Cross Society
23. Spectrum of disease
24. Define dependency ratio.
25. ASHA worker

Rajiv Gandhi University of Health Sciences, Karnataka

IV semester Bachelors in Hospital Administration Degree Examination – < < > >

Time: Three Hours | Max. Marks: 80 Marks

Hospital Core Service

Q.P. CODE: 1314

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

LONG ESSAYS (Answer any Two) 2 x 10 = 20 Marks

1. Discuss the role and responsibilities of a Hospital administrator. Describe ideal qualities of a good administrator.
2. Describe Hospital engineering and maintenance services under following headings: (a) staffing pattern (b) Functions of engineering department (c) Organization structure (d) Types of maintenance work (e) Policy and procedures.
3. Define Hospital Cardiology services. Write the functions, work flow and importance of Cardiology department in a Hospital.

SHORT ESSAYS (Answer any Eight) 8 x 5 = 40 Marks

4. Write a note on policies and procedures of Gastroenterology department in hospital.
5. Describe physiotherapy services and its importance in hospital.
6. Role of Nurse administrator in managing nursing services of a hospital.
7. Discuss managerial and operational issues in Obsteristics & Gynecology department.
8. Describe objectives of HIS.
9. Explain dialysis unit in detail.
10. Enumerate the radiation protection measures applicable for patients and staff in a hospital.
11. Write a note on importance and process of Nursing audit.
12. Define OPD services. Draw workflow of OPD services in hospital.
13. Discuss renal transplantation. As a hospital administrator what is your role in transplantation unit.

SHORT ANSWERS (Answer any ten) 10 x 2 = 20 Marks

14. What is Mammography?
15 Classification of Ambulance.
16. Nuclear medicine.
17. Functions of Pediatrician.
18. What is EOQ?
19. CSSD.
20. What are the criteria for blood donation?
21. Functions of dietician.
22. Define Indexing, Coding and Filing.
23. List of equipments in hospital laboratory.
24. Enlist the types of Radiology & Imaging services.
25. Hospital Formulary

*****

Rajiv Gandhi University of Health Sciences, Karnataka

IV semester Bachelors in Hospital Administration Degree Examination – 23-Dec-2020

Time: Three Hours | Max. Marks: 80 Marks

Hospital Core Service

Q.P. CODE: 1314

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

LONG ESSAYS (Answer any Two) 2 x 10 = 20 Marks

1. Define Internal medicine and describe services of Internal medicine department. As a hospital administrator what are the operational issues you have to deal here.
2. Describe Physiotherapy services under following headings: (a) Functions (b) Organization structure (c) Size of active inventory (d) Linen classification (e) Work flow.
3. What are Dietary services? Write its Functions, operational work flow, policy and procedures for dietary services.

SHORT ESSAYS (Answer any Eight) 8 x 5 = 40 Marks

4. Importance and functioning of blood bank.
5. Illustrate the role of hospital administrator.
6. Discuss importance and functions of Radiology and Imaging services.
7. Describe importance of security services in hospital.
8. Explain the role of HICC.
9. Write a note on Nephrology services in hospital.
10. Importance and functions of central stores.
11. Management of engineering services in hospital.
12. Role of hospital administrator in out-patient department.
13. Write a note on Telemedicine.

SHORT ANSWERS (Answer any ten) 10 x 2 = 20 Marks

14. Types of hospital support services.
15 Define cardiology and cardiologist.
16. Equipments used in hospital laundry.
17. Common diseases related to Dermatology.
18. Autopsy.
19. Describe importance of proper storage in hospital kitchen.
20. What is retrieval of medical records?
21. What is Blood transfusion committee?
22. Triage.
23. What is barium swallow?
24. Differentiate between Nephrology and Urology.
25. Stores management process.

*****

Rajiv Gandhi University of Health Sciences, Karnataka

IV semester Bachelors in Hospital Administration Degree Examination – 28-Dec-2020

Time: Three Hours | Max. Marks: 80 Marks

Strategic Management

Q.P. CODE: 1315

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

LONG ESSAYS (Answer any Two) 2 x 10 = 20 Marks

1. Brief out strategic planning process.
2. Explain various classifications of business policies.
3. Explain different structures of strategies.

SHORT ESSAYS (Answer any Eight) 8 x 5 = 40 Marks

4. What are the importances of business policy?
5. Explain benefits of strategic management.
6. Explain SBU.
7. Explain various components of financial policies.
8. Explain social responsibility of business towards society.
9. What are the steps involved in strategy implementation?
10. Explain merger strategy.
11. Explain structural implementation.
12. Explain managerial control.
13. What is the role of strategy in strategic management?

SHORT ANSWERS (Answer any ten) 10 x 2 = 20 Marks

14. What is policy?
15. Define strategy.
16. What is functional structure?
17. Mention levels of strategy.
18. What is mission statement?
19. Mention any two limitations of strategic management.
20. What is expansion strategy?
21. Mention any four features of business policy.
22. What is corporate strategy?
23. What is strategic planning?
24. What is implementation control?
25. What is budget?

*****

Rajiv Gandhi University of Health Sciences, Karnataka

VI semester Bachelors in Hospital Administration Degree Examination – 24-Aug-2020

Time: Three Hours | Max. Marks: 80 Marks

Cost and Management Accounting

Q.P. CODE: 1321

(QP contains two pages)

Your answers should be specific to the questions asked.

Draw neat, labeled diagrams wherever necessary

LONG ESSAYS (Answer any Two) 2 x 10 = 20 Marks

1. Explain Funds Flow Statement and Cash Flow Statement.
2. What is meant by Ratio Analysis? Explain different kinds of ratios.
3. Medical Aids Company manufactures a special product 'A'. The following particulars were collected for the year 2013.
   - Monthly demand of A – 1,000 units
   - Cost of placing order – Rs.100
   - Annual carrying cost per unit – Rs.15
   - Normal usage – 50 units per week
   - Minimum usage – 25 units per week
   - Maximum usage – 75 units per week
   - Reorder period – 4 to 6 weeks

   Compute:
   a) Reorder Quantity
   b) Reorder Level
   c) Maximum Level
   d) Minimum Level
   e) Average Stock Level

SHORT ESSAYS (Answer any Eight) 8 x 5 = 40 Marks

4. What are the limitations of Management Accounting?
5. Explain scope of Cost Accounting.
6. What is Overhead? Explain different kinds of Overheads.
7. Explain IRR.
8. Explain absorption of Overhead.
9. Explain different methods of remunerating labour.
10. What is Idle Time? Explain Accounting treatment of Idle Time.
11. From the following information, prepare Stores Ledger Account under FIFO method.
    Jan 1: Opening stock 200 pieces at Rs.2 each
    Jan 5: Purchases 100 pieces at Rs.2.20 per unit
    Jan 10: Purchases 150 pieces at Rs.2.40 per unit
    Jan 20: Purchases 180 pieces at Rs.2.50 per unit
    Jan 2: Issues 150 pieces
    Jan 7: Issues 100 pieces
    Jan 12: Issues 100 pieces
    Jan 28: Issues 200 pieces

Rajiv Gandhi University of Health Sciences, Karnataka

12. The following are the summaries of the Balance Sheet of ABC Limited for two years.

Liabilities	2012	2013	Assets	2012	2013
Share capital	2,00,000	2,60,000	Goodwill	-----	1,16,000
Profit & loss account	39,690	41,220	Land & Building	1,13,450	1,16,200
Reserves	50,000	50,000	Plant & Machinery	1,48,000	1,44,250
Sundry Creditors	39,500	41,135	Stocks	1,11,040	97,370
Bills Payable	33,780	11,525	Sundry Debtors	85,175	72,625
Bank Overdraft	59,510	-----	Bills Receivable	2,315	735
Provision for Taxation	40,000	50,000	Cash	2,500	2,700
	4,62,480	4,53,880		4,62,480	4,53,880

You are required to prepare a Statement of Changes on Working Capital.

13. The following Balance Sheet of Good Luck Company Limited was prepared on 31st December 2013.

Liabilities	Amount	Assets	Amount
Share Capital	2,30,000	Land and Building	3,00,000
General Reserve	1,00,000	Plant and Machinery	1,80,000
Debentures	2,20,000	Debtors	1,90,000
Profit and Loss Account	1,70,000	Cash in Hand	12,000
Creditors	1,30,000	Cash at Bank	1,88,000
Bills Payable	50,000	Preliminary Expenses	30,000
	9,00,000		9,00,000

Sales during 2013 amounted to Rs.4,80,000. Calculate:

a) Fixed Assets Turnover Ratio
b) Working Capital Turnover Ratio
c) Capital Turnover Ratio

SHORT ANSWERS (Answer any ten) 10 x 2 = 20 Marks

14. What is Cost Accounting?
15 What is meant by Financial Statement Analysis?
16. What is meant by IRR?
17. What is meant by Budget?
18. What is meant by Time Keeping and Time Booking?
19. Write the formula for Gross Profit and Net Profit Ratio.
20. What is meant by Financial Risk?
21. What is meant by Fixed and Variable Cost?
22. What is Marginal Costing?
23. What is Prime Cost?
24. What is meant by Labour Cost?
25. What is meant by Absorption of Overheads?

*****

Rajiv Gandhi University of Health Sciences, Karnataka

VI semester Bachelors in Hospital Administration Degree Examination – 26-Aug-2020

Time: Three Hours | Max. Marks: 80 Marks

Organization Behaviour

Q.P. CODE: 1322

Your answers should be specific to the questions asked.

Draw neat, labeled diagrams wherever necessary

LONG ESSAYS (Answer any Two) 2 x 10 = 20 Marks

1. What do you mean by group dynamics? Explain different types of groups and their functions.
2. What is perception? Discuss the perceptual process and perceptual mechanism.
3. Elaborately explain different ways to motivate the employees in hospital.

SHORT ESSAYS (Answer any Eight) 8 x 5 = 40 Marks

4. Discuss the contribution of various disciplines in organization behavior.
5. Write a note on formation and measurement of attitude.
6. What is learning? Explain the principles of learning.
7. Explain the personality attributes that influence organizational behavior.
8. What is leadership? Discuss the styles of leadership.
9. Briefly explain the types of changes. Discuss the methods to handle the pressure of change.
10. Write a note on theories of motivation.
11. What is the importance of organizational structure? Explain the various factors effecting organizational structure.
12. Discuss the steps in organizational behavior modification process.
13. What is a conflict? Write a note on interpersonal conflict.

SHORT ANSWERS (Answer any ten) 10 x 2 = 20 Marks

14. What is motivation? Explain the motivation process.
15. Name the components of attitude.
16. What is observational learning?
17. Determinants of personality
18. Significance of organizational behavior
19. Organizational development techniques
20. Characteristics of formal and informal leadership
21. Job enrichment
22. Organizational reward system
23. Group cohesiveness
24. Explain application of organizational behavior in management.
25. Managerial skills

*****

Rajiv Gandhi University of Health Sciences, Karnataka

VI semester Bachelors in Hospital Administration Degree Examination – 28-Aug-2020

Time: Three Hours | Max. Marks: 80 Marks

MARKETING MANAGEMENT

Q.P. CODE: 1323

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

LONG ESSAYS (Answer any Two) 2 x 10 = 20 Marks

1. Explain the various stages in a new product development process.
2. Define pricing. Briefly discuss the factors influencing pricing decision.
3. Define consumer behavior. Briefly explain the buying characteristics that influence consumer behavior.

SHORT ESSAYS (Answer any Eight) 8 x 5 = 40 Marks

4. Short note on product life cycle
5. Components of marketing mix in service marketing
6. Write a short note on positioning.
7. Discuss the relevance of using medias for advertising.
8. Short note on Macro environment in marketing
9. Various factors that contributing to a product's decline stage
10. Various levels of target market
11. Discuss the need for segmenting markets.
12. Requisites of marketing research
13. Public relations are valuable promotion tools. Justify.

SHORT ANSWERS (Answer any ten) 10 x 2 = 20 Marks

14. Types of retailing
15 Define marketing.
16. What is branding?
17. What is product differentiation?
18. Limitations of marketing research
19. What is micro environment?
20. Functions of marketing
21. What is virtual marketing?
22. What is marketing information system?
23. What is undifferentiated marketing?
24. What is sales promotion?
25. What is E-business?

*****

Rajiv Gandhi University of Health Sciences, Karnataka

VI semester Bachelors in Hospital Administration Degree Examination – 31-Aug-2020

Time: Three Hours | Max. Marks: 80 Marks

HOSPITAL RELATED LAW

Q.P. CODE: 1324

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

LONG ESSAYS (Answer any Two) — 2 x 10 = 20 Marks

1. Write a note on ESI Act, Gratuity Act and Provident Fund Act.
2. Explain the main provisions of PCPNDT act.
3. Describe important provisions under Indian Contract Act.

SHORT ESSAYS (Answer any Eight) — 8 x 5 = 40 Marks

4. What are the new amendments in MTP act?
5. What are the salient features of organ transplantation act?
6. What are the benefits of minimum wages act?
7. Write a note on Pharmacy Act.
8. Write a note on Central Birth and Death Registration Act.
9. What are important provisions under Trade Union Act?
10. Write a note on consumer redressal forum.
11. Explain the salient features on drug and Cosmetic Act.
12. Write a note on offer and acceptance.
13. Explain the important provisions of payment of Wages Act?

SHORT ANSWERS (Answer any ten) — 10 x 2 = 20 Marks

14. Define conciliation.
15. What is arbitration?
16. What are the objectives of Consumer Protection Act?
17. Define consumer in CPA.
18. Define dependent.
19. Explain the types of donors.
20. What are spurious drugs?
21. What is the difference between crime and tort?
22. What are the rights of registered trade union?
23. What are the cash benefits of maternity act for an employee?
24. What is legal abortion?
25. What is Res ipsa loquitur?

*****