(35)

RK—1494

FINAL YEAR M.Sc. (HOSPITAL ADMINISTRATION) DEGREE EXAMINATION, 2001

MANAGEMENT OF HOSPITAL SERVICES

Time : Three Hours Maximum : 75 Marks

Answer **all** *questions.*
Question **1** *to* 5 *carry* 12 *marks each*
and **Question 6** *carries* 15 *marks.*

1. Importance of a Geriatric ward in a modern day hospital.
2. Planning and organisation pattern of the dietary department in a 500 bedded hospital.
3. Importance of public relations for a tertiary care teaching hospital.
4. Discuss the physical facilities in the operation department.
5. Planning of waste management in a 500 bedded hospital and discuss the latest technologies involved in it.

(5 × 12 = 60 marks)

6. Write short notes on :
   (a) Annual maintenance contract.
   (b) Medical gases.
   (c) Gas sterilisation.

(3 × 5 = 15 marks)

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[Max. Marks : 80

(36)

RK—1492

FINAL YEAR M.Sc. (HOSPITAL ADMINISTRATION) DEGREE EXAMINATION, 2001

OFFICE MANAGEMENT including OFFICE ACCOMMODATION

Time : Three Hours Maximum : 75 Marks

Answer **all** *questions.*
Question **1** *to* **5** *carry* 12 marks each
and **Question 6** *carries* 15 *marks*

1. What are the functions of modern office ?
2. How would you plan for office layout in a large hospital ?
3. Discuss the modern methods of filing suitable for a large service organisation and outline the merits of each method.
4. Outline the procedure involved in handling the inward and outward mail in a hospital.
5. Discuss the essential features of reports in the context of hospital reporting.

(5 × 12 = 60 marks)

6. Write short notes on :
   (a) Flow Process Chart.
   (b) Office budgets.
   (c) Electronic data processing.

(3 × 5 = 15 marks)

o.: YJ-2769

Marks : 80

(37)

RK—1493

FINAL YEAR M.Sc. (HOSPITAL ADMINISTRATION) DEGREE EXAMINATION, 2001

HUMAN RESOURCE MANAGEMENT

Time : Three Hours Maximum : 75 Marks

Answer **all** *questions.*
Question 1 to 5 carry 12 marks each
and **Question** 6 *carries* 15 *marks*

1. Sketch briefly the role of a Personnel Manager in a high-tech hospital.

2. Explain the salient features of an effective personnel policy of a service organisation.

3. As Human Resource Manager, how do you go about forecasting manpower requirements ?

4. "Recruitment is a positive process whereas selection is a negative process". Elucidate.

5. Suggest and explain a suitable method of performance appraisal to nursing personnel in a hospital.

(5 × 12 = 60 marks)

6. Write short notes on :

   (a) On-the-job training.

   (b) Collective bargaining.

   (c) Fringe benefits.

(3 × 5 = 15 marks)

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