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Post Graduate Diploma in Hospital Management (Semester – II)

Examination, 2011

204 : TOTAL QUALITY MANAGEMENT

(2005 Pattern) (Old)

Time : 3 Hours

Max. Marks : 60

*Note : i) Answer **any five** questions.
ii) **All** questions carry **equal** marks.*

1. Explain the concept of quality from the perspective of
 - i) Doctors
 - ii) Patients
 - iii) Attendants of patient
2. Describe in brief major contributions of any two of the following in context of management of hospitals :
 - i) Crosby
 - ii) Deming
 - iii) Juran
3. Enlist the factors affecting quality of service in a hospital and explain the role of Hospital Administrator in improving quality.
4. Explain with examples role of calibration of instruments and preventive maintenance of equipments in providing quality health services in a hospital.
5. Explain the concept of ISO quality standards. Describe how does implementation of ISO standards help in improving quality of service in health care.
6. What are the costs associated with total quality management for an hospital ? Describe with examples.
7. Enumerate tools and techniques of total quality management. Explain application of one of the quality tools in hospital.
8. Write short notes on **any three** of the following :
 - i) Quality circle
 - ii) Kaizen
 - iii) Measurement of customer satisfaction by exit interview
 - iv) Just in time system
 - v) Waste reduction in hospitals.



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P.G.D.H.M. Semester – II Examination, 2011
203 : MATERIALS MANAGEMENT AND INVENTORY CONTROL
(2005 Pattern) (Old)

Time : 3 Hours

Max. Marks : 60

Note: i) Answer any four questions.

ii) Draw diagrams wherever necessary.

1. a) State the principles of Materials Management and its Advantages. 8
b) Explain the essentials of Good Inventory Control. 7
2. Explain : **Any two**.
a) Negotiations and Qualities of Negotiator.
b) Materials Management in Hospital organization.
c) Prescriber's attitude. 15
3. What is 'ABC' Analysis ? What are the advantages ? Explain with graph. 15
4. Explain : **Any three**.
a) Lead Time.
b) Maximum level of Inventory control.
c) Re-order level of Inventory control.
d) Safety storage. 15
5. Define Value Analysis. What are its advantages ? Give examples. 15
6. Explain the events/activities, of receipt of materials, its issues, stocking, checking and accounting in 'Hospital Organization'. 15
7. Write short notes : **Any three**. 15
a) Pilferages and wastage.
b) Perpetual Inventory checking.
c) Expiry date.
d) VED Analysis.
e) Decentralised purchase system.



[4084] – 202

P.G.D.H.M. (Semester – II) Examination, 2011
202 : LAWS RELATED TO HOSPITAL & MEDICAL SERVICES (New)
(2009 Pattern)

Time : 3 Hours

Max. Marks : 70

Instructions : 1) Solve 5 questions.
2) First question is compulsory.

1. Write short notes on **any two** : **30**
 - a) Trade Unions Act
 - b) Hippocratic Oath
 - c) Dying Declaration recorded by JMFC
 - d) Workmen' s Compensation Act
 - e) Medical Negligence and Compensation
 - f) Organs Transplantation Act.
2. Give the procedure followed in conducting a case under the Consumer Protection Act in a District Forum. **10**
3. Define "Death". Describe Medical aspects of death. Discuss the legal aspects of a death certificate. **10**
4. Elaborate the differences in **any two** : **10**
 - a) Warrant & Summons
 - b) Memo and Chargesheet
 - c) Bailable and Non Bailable Offence.
5. Describe Consent with its types and necessity. **10**
6. What are the benefits to women workers and workmen as per **10**
 - a) Employees Provident Fund Act ?
 - b) Bombay Shops and Establishments Act ?
7. Explain the Fundamental Rights pertaining to Protection of life and liberty (Art. 21 of the Constitution) **10**



[4084] – 204

P.G.D.H.M. (Semester – II) Examination, 2011
204 : HEALTH CARE & ADMINISTRATION OF CLINICAL &
NON-CLINICAL SERVICES
(2010 Pattern) (New)

Time : 3 Hours

Max. Marks : 70

Instruction : Attempt any five questions.

1. Describe concept of National Health Policy of India and its monitoring in National Health Programme. **14**
2. Discuss the role of NACO in reducing HIV prevalence in India. **14**
3. Write short notes on **any two** :
 - i) DOTs and ART
 - ii) O.C. Pills
 - iii) Fire safety in Medical Records Department
 - iv) Data Collection for Research. **14**
4. Discuss the role of House Keeping Services in controlling Nosocomial infection. **14**
5. Describe the management of Obstetric Sonography department. **14**
6. Discuss obstacles problems faced in marketing of Health Insurance in India. **14**
7. Write short notes on **any two** :
 - i) PR Tools
 - ii) N.A.B.H. and Medical Tourism
 - iii) Preventive Maintenance of O.T. equipment
 - iv) Biomedical Waste Management in E.M.S. **14**



[4084] – 201

P.G.D.H.M. (Semester – II) Examination, 2011
201 : HUMAN RESOURCE MANAGEMENT
(New) (2010 Pattern)

Time : 3 Hours

Max. Marks : 70

*Instructions : 1) Attempt **any five** questions.
2) **All** questions carry **equal** marks.*

1. Define Human Resource Management. Explain the role of HR Manager.
2. Define Manpower Planning. Explain the process of Manpower Planning.
3. Define Job. Analysis. Explain the process of Job Analysis.
4. Differentiate between Recruitment and Selection. Explain the sources of Recruitment.
5. Differentiate between Training and Development. Elaborate any two methods of Training.
6. Explain the Employee Grievance Settlement procedure in a large scale hospital.
7. Define Performance Appraisal. Explain any two methods of appraisal.

B/II/11/110



[4084] – 203

Post Graduate Diploma in Hospital Management (Sem. – II) Examination, 2011
203 : MATERIALS MANAGEMENT AND INVENTORY CONTROL
(2009 Pattern) (New)

Time : 3 Hours

Total Marks : 70

Instructions : 1) *Q. 1 is compulsory.*
2) *Solve any 3 questions from the remaining.*

1. Write short notes (**any 5**) : **25**
 - a) Drug Review Committee
 - b) Vendor Rating
 - c) Value Analysis
 - d) Lead Time
 - e) Materials Planning and Budgeting
 - f) Bin Card
 - g) Prescribing Habits of Physicians.
 2. What do you understand by Selective Inventory Control ? How will you Exercise Selective Inventory Control in your Hospital ? **15**
 3. What are various stages of Source Selection ? Describe in detail. **15**
 4. Explain the following Concepts : **15**
 - a) Ordering Systems
 - b) Buffer Stock
 - c) ABC Analysis
 5. What do you understand by Pilferage ? What steps will you take to prevent pilferage and misuse of Hospital materials in a Government Healthcare Institution ? **15**
 6. What are the types of Equipment Maintenance ? What terms and conditions will you include in preparing AMC for a CT Scan Machine of your Hospital ? **15**
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[4084] – 21

**PGDHM (Semester – II) Examination, 2011
201 : STAFF PATIENT RELATIONSHIP
(2005 Pattern) (Old)**

Time : 3 Hours

Max. Marks : 60

Instructions : 1) Answer **any 4 (four)** questions.
2) **All** questions carry **equal** marks.

1. Elaborate on the scope and functions of HRM Department in a multispeciality hospital of 100 Beds. **15**
2. Draft out a job description of a MATRON of a 100 bedded multi-speciality hospital. **15**
3. Highlight the various non-financial motivation tools used in Hospitals to motivate class IV Employees. **15**
4. What do you mean by Conflict Management ? Suggest strategies to resolve conflict amongst Ward Nurses. **15**
5. Explain grievance handling procedure in detail. **15**
6. Write short notes on **any 3** : **15**
 - a) Job specification
 - b) Maslow's Need Heirarchy
 - c) Performance Appraisal
 - d) Leadership styles
 - e) Counselling Techniques.



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PGDHM (Semester – II) Examination, 2011
202 : LAWS RELATED TO HOSPITAL AND MEDICAL SERVICES
(2005 Pattern) (Old)

Time : 3 Hours

Max. Marks : 60

Instructions : 1) Solve any 5 questions.
2) First question is compulsory.

1. Write notes on **any two** : **20**
 - a) Trade Unions
 - b) Vicarious Liability
 - c) The MTP Act (Medical Termination of Pregnancy)
 - d) Evidence of Doctor as an expert
 - e) Consents, Types and Necessity
 - f) Payment of Wages Act.
2. Which are the Labour Laws applicable to a Hospital with 50 beds ? **10**
3. Define Workman under the “Workmen’s Compensation Act 1923 and discuss the benefits available to him and his heirs after his death. **10**
4. What is procedure followed to obtain certificate under : **10**
 - a) The Industrial Employment (Standing Orders) Act 1946.
 - b) The Bombay Shops and Establishments Act 1950.
5. What is medical negligence ? Give preventive measures to avoid negligence. **10**
6. What is Geneva Declaration ? Explain the Hippocratic Oath. **10**
7. Describe **10**
 - a) Cognizable Offence and Non Cognizable Offence.
 - b) Private Ltd. Co. & Public Ltd. Co.



[4085] – 201

P.G.D.F.S. (Semester – II) Examination, 2011
202 – FINANCIAL SERVICES – II
(New) (2008 Pattern)

Time : 3 Hours

Max. Marks : 70

*Instructions : 1) Answer **any five** questions.*
*2) All questions carry **equal** marks.*

1. Explain what is meant by technical appraisal, legal appraisal and credit appraisal with reference to housing finance. **14**
2. What are the functions of merchant bankers ? **14**
3. Review the performance of Mutual Funds in India during the last two decades. **14**
4. How “Credit Rating” is done by the Agencies like CRISIL, ICRA, CARE etc. ? How are they useful to the various users like investors, companies and Government ? **14**
5. Explain the meaning of securitization and its modus operandi. Also discuss its advantages. **14**
6. Bring out in detail the difference between Leasing and Hire purchasing. **14**
7. Write short notes on (**any two**) : **(2×7)**
 - a) Scrip less Trading.
 - b) Securitization of Debt.
 - c) Depository and Dematerialization.
 - d) Credit and Debit Cards.
 - e) Financial Journalism.



[4085] – 202

P.G.D.F.S. (Semester – II) Examination, 2011
203 : INTERNATIONAL FINANCE
(2008 Pattern) (New)

Time : 3 Hours

Max. Marks : 70

- Note : 1) Question No.1 is compulsory.*
2) Attempt any four questions from remaining.
3) Figures to the right indicate full marks.

1. a) Find inverse quotes of the following : **5**
 - i) CHF/USD : 0.6695/99
 - ii) USD/AUD : 1.8885/90

- b) Following are the two quotes taken from two different banks : **5**

Bank A : GBP/USD Spot : 1.6540/50
Bank B : USD/GBP Spot : 0.6030/35
Whether there is any arbitrage opportunity ? How would it be implemented ?

2. Discuss the Purchasing Power Parity theory of exchange rate in detail. **15**

3. Critically explain the objectives, functions and management of International Finance Corporation (IFC). **15**

4. Differentiate Spot rate with Forward rate. Explain the various factors causing exchange rate fluctuations. **15**

5. Distinguish between Balance of Trade and Balance of Payment. Explain the different components of Balance of Payment. **15**

6. Explain the objectives and important provisions of foreign exchange control under the FEMA 1992. **15**

7. Write short notes on (**any three**) : **15**
 - a) Eurodollar
 - b) Export Promotion Measures
 - c) International Liquidity
 - d) Functions of ECGC
 - e) Loan Syndication.



[4085] – 203

P.G.D.F.S. (Semester – II) Examination, 2011
204 : COMPANY LAW, SEBI & FEMA (New)
(2008 Pattern)

Time : 3 Hours

Max. Marks : 70

Note: 1) All questions carry equal marks.
2) Figures to the right indicate full marks.
3) Attempt any 5 questions from the following.

1. 'Memorandum of Association is a Constitution of the Company'. Explain the statement. Explain the various clauses of memorandum of association. **14**
2. What are the provisions of the Companies Act, 1956 regarding accounts and audit ? **14**
3. Explain the role and objectives of SEBI. **14**
4. Explain the following terms with reference to the provisions of FEMA. **14**
 - a) Capital account transactions.
 - b) Authorised dealer.
5. Differentiate between : **14**
 - a) Transfer and transmission of shares.
 - b) Annual general meeting and extra ordinary general meeting.
6. Write short notes : **14**
 - a) Articles of association.
 - b) Bonus shares.

B/II/11/175

P. G. Diploma in Financial Services (Semester – II) Examination, 2011
205 : FINANCIAL MARKETS
(2008 Pattern) (New)

Time : 3 Hours

Max. Marks : 70

Note : 1) Attempt any five questions.
2) All questions carry equal marks.

1. Explain the nature of futures as an important derivative and how it helps in functioning the market.
 2. How does a financial market influence the Indian economic development ?
 3. What are the major policy changes have been taken place in India during the period of liberalization in the financial sector ?
 4. How far the seasonal fluctuations affect the commercial banks' operations in India ?
 5. Define the different types of schemes floated by mutual funds briefly.
 6. What do you mean by Credit Card ? How it is beneficial to User, Issuer and Trader ?
 7. How private sector and public sector housing finance companies beneficial to the consumers ?
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[4085] – 24

P.G. Diploma in Financial Services (Semester – II) Examination, 2011
205 : FINANCIAL MARKETS
(2005 Pattern) (Old)

Time: 3 Hours

Max. Marks: 70

*Note : 1) Attempt **any five** questions.*

*2) **All** questions carry **equal** marks.*

1. How housing finance has progressed in India during last five years ?
2. What is merchant banking ? And how it is helping the entrepreneurs through different services ?
3. Discuss about the different approaches to bank lending in India and how the portfolio choice of the commercial banks can be determined ?
4. Define derivative. Discuss the various services provided by derivatives.
5. What do you mean by Credit Card ? How it is beneficial to User, Issuer and Trader ?
6. Define financial system and discuss the important functions performed by it.
7. Write short note on **any two** :
 - a) Money Market
 - b) Mutual fund
 - c) Functions of Stock Exchange.