



Masters of Business Administration (M.B.A.) (Semester – IV)
Examination, June 2018
(Regular/Repeater) (Under Distance Learning)
OPERATIONS MANAGEMENT IN HOSPITALS

Date : 24-6-2018

Time : 2.30 p.m. to 5.30 p.m.

Total Marks : 70

Instructions : 1) Answer **any 5** question from the following.

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

1. Define the term operation management. Explain the key components of operation management.
 2. Define production management and explain the objectives of production management.
 3. What are the characteristics of good decision ? Explain the framework of decision making.
 4. What do you mean by term service operation management and explain the stages in service operation management ?
 5. Explain the calculation of outpatient waiting time.
 6. Explain the management of appointments in OPD.
 7. Explain the importance of operational efficiency in accident and emergency department.
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**M.B.A. (Semester – IV) (Under Distance Learning) Examination, June 2018
(Repeater and Regular)
HOSPITAL ADMINISTRATION AND BIO-MEDICAL WASTE MANAGEMENT**

Date : 23-06-2018

Time : 2.30 p.m. to 5.30 p.m.

Max. Marks : 70

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

1. What is a Hospital ? Explain importance of Hospital Management. Give classification of hospitals with examples.
 2. Write short notes on (**any two**) :
 - a) Elements and Objectives of Training.
 - b) Line and Staff Responsibilities in Management Development.
 - c) Manpower planning in hospitals.
 3. Define Primary Health Care System. Discuss history of Primary Health Care. Explain various elements, objectives and principles of Primary Health Care.
 4. What do you mean by Health Insurance ? What is its need ? What are various tax based systems ?
 5. What are the drivers of Medical Tourism market ? Add a note on benefits of Medical Tourism and various growth barriers of Medical Tourism.
 6. What is the need of Human Resource Development ? Discuss various Human Resource Management Activities along with the HR functions in health care.
 7. Explain designing of a Training Programme ? Discuss in detail training need analysis. Add a note on techniques used to determine training needs.
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