

**HEALTH ADMINISTRATION INCLUDING HOSPITAL ADMINISTRATION**

**PAPER-I**

Time: 3 hours  
Max. Marks: 100

HAH/D/19/14/I

**Important Instructions:**

- Attempt all questions in order.
- Each question carries 10 marks.
- Read the question carefully and answer to the point neatly and legibly.
- Do not leave any blank pages between two answers.
- Indicate the question number correctly for the answer in the margin space.
- Answer all parts of a single question together.
- Start the answer to a question on a fresh page or leave adequate space between two answers.
- Draw table/diagrams/flowcharts wherever appropriate.

**Write short notes on:**

1. What is management? Describe briefly roles of hospital administrator in a tertiary care hospital. 2+8
2. What is Hospital Information System (HIS)? Describe briefly various tools of measurements. 2+8
3. a) Consumer Protection Act. (CPA)  
b) Law of Torts. 5+5
4. Define decision. Describe types of decisions and steps in problem solving and decision making. 2+8
5. a) Six Sigma for quality assurance.  
b) Role of 5S technique in a hospital. 5+5
6. What is an organization? Describe in detail different techniques of organizational development. 2+8
7. What is recruitment? Explain methods of recruitment. 2+8
8. a) Hierarchy of plans.  
b) MBO. 5+5
9. What is motivation? Describe various theories of motivation. 2+8
10. Define accounting. Define in detail the financial control system in a hospital. 2+8

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