



NBR-010-002110

Seat No. _____

**P. G. Diploma in Hospital Management (Sem. I)
(CBCS) Examination**

April / May – 2017

Managing People & Organization

Faculty Code : 010

Subject Code : 002110

Time : $2\frac{1}{2}$ Hours]

[Total Marks : 70

Instructions :

- (1) Attempt all questions.
- (2) Each question carries equal marks.

1 Answer the following questions : (any seven)

1. _____ is the known as father of scientific managements.
2. The managerial grid suggested by R.P. Blake and J.S. Moutan contains _____ types of leadership style.
3. Which techniques used as logistic management
4. Evaluation of training program is conducted at _____.
5. A good hospital is _____.
6. If compared with industries, the end product of hospital industry is _____.
7. In a specially hospital, HRD Means _____.
8. Non - verbal communication takes many forms. The most common form of nonverbal communication is the use of body language. The study of body movement is known as _____.
9. Managers often understand their employee's point of view and thus help them deal with delicate situations. This can be referred to as _____.

2 Explain Leadership grid in detail.

OR

- 2 Discuss in brief about S.W.O.T. analysis.
- 3 What is the difference between mission and vision ? What should be the mission statement of a 50 - bedded hospital charitable trust hospital with multi super specialty set up ?

OR

- 3 What is theory X and theory Y.

OR

- 3 Explain steps in management of organization and qualities of a successful hospital Administrator.

- 4 Explain staffing and describe systematic approach to selection.

OR

- 4 Define motivation and describe Maslow's Hierarchy of Needs theory.

- 5 Describe in detail Human resources required for a 300 bedded corporate hospital.

OR

- 5 What are the common HR problems encountered in smooth running of housekeeping department of a hospital ? What steps will you take to solve them ?