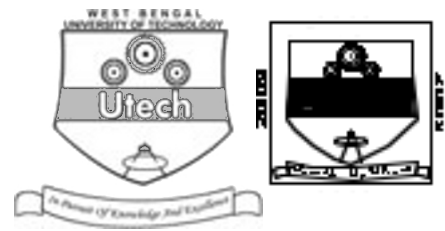


**PLANNING, ORGANISING & MANAGEMENT OF HEALTH SERVICE  
( SEMESTER - 4 )**

**CS/MBA/SEM-4/HSA-405/09**



1. ....  
*Signature of Invigilator*

2. ....  
*Signature of the Officer-in-Charge*

**Reg. No.**

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**Roll No. of the Candidate**

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**CS/MBA/SEM-4/HSA-405/09**

**ENGINEERING & MANAGEMENT EXAMINATIONS, APRIL – 2009**

**PLANNING, ORGANISING & MANAGEMENT OF HEALTH SERVICE ( SEMESTER - 4 )**

Time : 3 Hours ]

[ Full Marks : 70

**INSTRUCTIONS TO THE CANDIDATES :**

- This Booklet is a Question-cum-Answer Booklet. The Booklet consists of **32 pages**. The questions of this concerned subject commence from Page No. 3.
- In **Group – A**, Questions are of Multiple Choice type. You have to write the correct choice in the box provided **against each question**.
  - For **Groups – B & C** you have to answer the questions in the space provided marked 'Answer Sheet'. Questions of **Group – B** are Short answer type. Questions of **Group – C** are Long answer type. Write on both sides of the paper.
- Fill in your Roll No. in the box** provided as in your Admit Card before answering the questions.
- Read the instructions given inside carefully before answering.
- You should not forget to write the corresponding question numbers while answering.
- Do not write your name or put any special mark in the booklet that may disclose your identity, which will render you liable to disqualification. Any candidate found copying will be subject to Disciplinary Action under the relevant rules.
- Use of Mobile Phone and Programmable Calculator is totally prohibited in the examination hall.**
- You should return the booklet to the invigilator at the end of the examination and should not take any page of this booklet with you outside the examination hall, **which will lead to disqualification**.
- Rough work, if necessary is to be done in this booklet only and cross it through.

**No additional sheets are to be used and no loose paper will be provided**

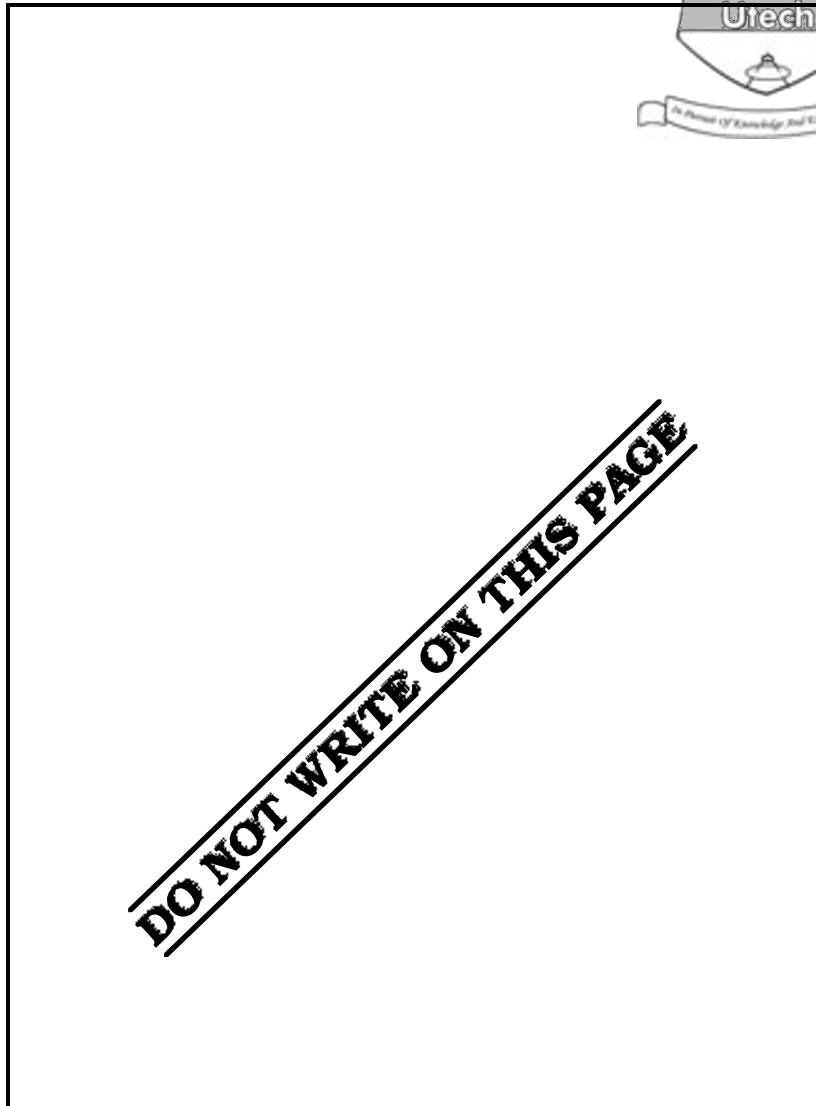
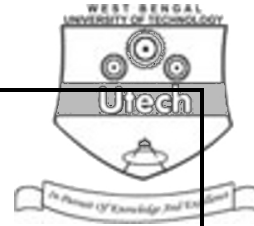
**FOR OFFICE USE / EVALUATION ONLY**

Marks Obtained

Question Number	Group – A				Group – B				Group – C				Total Marks	Examiner's Signature
Marks Obtained														

.....  
**Head-Examiner / Co-Ordinator / Scrutineer**

**44424 ( 28/04 )**





ENGINEERING & MANAGEMENT EXAMINATIONS, APRIL - 2009

PLANNING, ORGANISING &  
MANAGEMENT OF HEALTH SERVICE

SEMESTER - 4



Time : 3 Hours ]

[ Full Marks : 70

GROUP - A

( Multiple Choice Type Questions )

1. Choose the correct alternatives for any *ten* of the following : 10 × 1 = 10

i) Tornado is a

a) natural disaster

b) man-made disaster

c) none of these.

ii) Rehabilitation is a

a) post-disaster phase

b) on-disaster phase

c) pre-disaster phase

d) none of these.

iii) PERT & CPM fall under the category of

a) method study

b) work study

c) network analysis

d) none of these.

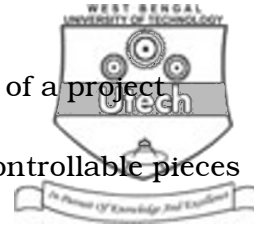
iv) Break-even analysis is a method for

a) value analysis

b) cost analysis

c) management accounting

d) none of these.



- v) A Pareto chart is
- a) a step by step, schematic pictures of stages of a project
  - b) the one which breaks down a project into controllable pieces
  - c) a simple chart displaying schedule
  - d) a series of bars whose height reflect the impact of problems.
- vi) Code white indicates
- a) fire drill
  - b) bomb threat
  - c) security emergency
  - d) all clear.
- vii) Job description is also referred as
- a) job specification
  - b) man specification
  - c) job analysis
  - d) none of these.
- viii) Work study is also known as
- a) time-motion study
  - b) method study
  - c) value analysis
  - d) none of these.
- ix) Bed occupancy ratio is
- a) number of beds : patients
  - b) number of vacant beds : patients
  - c) number of doctors : number of sisters
  - d) none of these.
- x) Business Game is a popular
- a) training procedure
  - b) role-playing exercise
  - c) simulation
  - d) all of these.



xi) NGOs are

- a) profit seeking bodies
- b) non-profit seeking bodies
- c) act as either (a) or (b) depending on the circumstances
- d) none of these.



xii) 'PERT' is

- a) Project Evaluation and Review Technology
- b) Programme Evaluation and Review Technique
- c) Planning, Evaluation, Review and Testing
- d) none of these.

**GROUP – B**

**( Short Answer Type Questions )**

Write short notes on any *three* of the following :

3 ∞ 5 = 15

2. Triage
3. Cost - Benefit Analysis and Cost - Effective Analysis.
4. Project Management
5. Management of NGOs
6. Hospital Commissioning.



6

**GROUP – C**

**( Long Answer Type Questions )**

Answer any *three* of the following.



3 × 15 = 45

7. Discuss the role of hospital in mass casualty management. 15
8. What are management techniques ? What are their characteristic features ? Discuss some of the management techniques used in health services. 2 + 3 + 10
9. Briefly discuss the organisation and management of
- a) Blood bank
  - b) CSSD. 2 × 7½
10. 'Sound management of information system is the key to effective health care delivery system.' Justify the statement.
11. Write a short note on the legal requirements in the planning and designing of a hospital. Distinguish between co-operation and co-ordination citing examples from health services. 5 + 10

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END