

GUIDELINES FOR ANSWERING ASSIGNMENTS

1. Assignments constitute the continuous evaluation which carry a weightage of 20 percent in each subject paper in 1st year and 30 per cent in case of Second and Third Year of MBA Hospital Administration.
2. The Main purpose of assignment is to test the students comprehension of the course material sent to him and also in helping him in getting through the courses. The answers should be complete in all respects. Incomplete answers bring poor marks. The assignments are to be submitted to the Director, School of Distance Education, Andhra University before the due date. It is desirable that the students should retain a copy of all assignment responses which he/she submits.
3. Answering Assignments : While Answering Assignments :
 - (a) A Student should read the assignment carefully and follow the specific instructions, if any.
 - (b) He / She has to study thoroughly the units on which assignments are based.
 - (c) He / She should note down relevant points of answers ; rearrange those points in a logical order and draw a rough outline of answer. The answer should be logical, cohesive and it should have clear connections between sentences and paragraphs. The answer should cover the main points of the question. While solving case questions, proper format should be used.
 - (d) Each Assignment is to be answered and submitted separately in a booklet form using A4 size papers providing clear cut margins and sufficient space in between each answer. On the top of the first page of each assignment the required information be furnished invariably in the format given below :
 - (e) The responses should be in candidate's own handwriting. Print or typed answers will not be accepted. After receiving the assignments from the candidate, the Office of the School of Distance Education will arrange to send acknowledgement thereon.
4. The top of the first page of each assignment should consist of the following information :
 1. Regd. No. : _____
 2. Academic Year : _____
 3. Title of the Subject Paper : _____
 4. Signature : _____
 5. Date : _____
 6. Name and Address: : _____

SCHOOL OF DISTANCE EDUCATION :: ANDHRA UNIVERSITY
FIRST YEAR MBA (Hospital Administration) ASSIGNMENTS FOR THE
ACADEMIC YEAR 2018 – 19

PAPER – I : MANAGEMENT PROCESS AND BEHAVIOUR

Answer ALL Questions
All Questions carry equal marks (5 x 4 = 20 Marks)

1. a) Describe the functions of Managers.
b) Give a brief account of the principles of management propounded by Henry Fayol.
2. a) What is MBO ? How do you implement it in an organization ?
b) Compare and contrast Maslow's and Herberg's theories of motivation.
3. a) List out the salient features of Theory X, Theory Y and Theory Z.
b) Explain in detail the concept of Organizational Effectiveness.
4. a) What is Span of Control?
b) What is organizational culture? Explain factors that influence organizational culture.
5. a) What is Transaction Analysis ?
b) Discuss the role of Decision Tree Analysis in making decisions under conditions of uncertainty.

PAPER – II : ACCOUNTING FOR DECISION MAKING

Answer ALL Questions
All Questions carry equal marks (5 x 4 = 20 Marks)

1. a) Explain the Generally Accepted Accounting Principles.
b) Discuss the relationship among the accounting process, accounting information, decision makers and economic activities.
2. a) Explain the rules of Double Entry Book-keeping System.
b) List out the steps that are involved in the construction of P & L Account.
3. a) What is 'Proforma of Cost Sheet' ?
b) What is Zero base budgeting and what are its advantages?
4. a) What are the basic principles of Cost Accounting ?
b) Explain the items that are to be reported in trading account.
5. a) What is Break-even Analysis and also explain its assumptions.
b) What are the differences between Standard Costing and Budgetary Control?

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PAPER III – MANAGEMENT OF OUT-PATIENT DEPARTMENT

**Answer all the Questions
All Questions Carry Equal Marks**

(5 x 4 = 20 Marks)

1. Write briefly on the historical origin and present development of Out-Patient Department.
2. Discuss the role and limitations of managing a Blood Bank in the Out-Patient Department.
3. Discuss the management of Medico Legal Cases in the casualty and emergency OT.
4. Discuss the role and importance of the Imageology (Radiology) Department in the Out-Patient Department, including emergency.
5. Discuss the importance of maintaining checklists in the casualty and emergency operation theatre.

PAPER IV- PATIENT CARE AND BEHAVIOUR

**Answer all the Questions
All Questions Carry Equal Marks**

(5 x 4 = 20 Marks)

1. Discuss briefly how you would manage a hostile patient and the hostile attendants.
2. What do you understand by Information Search Process.
3. How best do you fulfill your obligations to your patients, as a Hospital Administrator?
4. Patient Counseling' is one of the major tasks for a Hospital Administrator. Discuss.
5. Mention briefly the major legal responsibilities of a Hospital Administrator. Write in detail about any two of them.

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PAPER V – HEALTH SYSTEM MANAGEMENT

**Answer all the Questions
All Questions Carry Equal Marks**

(5 x 4 = 20 Marks)

1. Discuss the status of Private Health Care Sector in our country.
2. Mention 'Five Conflict Management Strategies'. Write in detail about any three of them.
3. In-service training and education is a must for improving the quality health care'. Critically analyze.
4. Discuss the responsibilities of a Hospital Administrator in the implementation of the Consumer Protection Act 1986.
5. Write a detailed account on 'the attitude and behaviour of all patient care providers' and its influence on patient satisfaction.

PAPER VI- MANAGEMENT OF INFORMATION SYSTEMS IN HOSPITALS

**Answer all the Questions
All Questions Carry Equal Marks**

(5 x 4 = 20 Marks)

1. Write in detail about 'Declaration of ALMA ATA? Discuss few of the policy decisions made.
2. Critically analyze the status of 'documentation and medical record maintenance' in a Government teaching hospital.
3. What do you understand by Professional Secrecy? What is its status now in the present scenario?
4. Discuss the role and responsibility of a Hospital Administrator in the management of information systems in a corporate hospital.
5. What do you understand by the term Ecology of Health? Discuss in detail the responsibilities and the role of the community.