

**ANDHRA UNIVERSITY  
SCHOOL OF DISTANCE EDUCATION**

**MBA Hospital Administration (First year)  
ASSIGNMENT QUESTION PAPER 2020-2021**

**Answer ALL Questions**

**Paper - I: MANAGEMENT PROCESS AND BEHAVIOUR**

**(20 Marks)**

1.
  - a. What do you mean by Management By Objectives? Write the advantages and disadvantages of MBO
  - b. Write in detail about Systems approach to management.
2.
  - a. What do you mean by Committee? Write about merits and demerits of committees. Give some examples of committees.
  - b. Define Planning? Write in detail about the steps involved in Planning.
3.
  - a. Write about various Levels of Management. What are the important managerial skills required at different levels of management?
  - b. Explain the various financial and non-financial incentives to motivate people in an organization. Discuss the advantage of motivation in an organization.
4.
  - a. Distinguish between Formal and Informal organization. What should be the attitude of manager towards informal organization.
  - b. What is Transactional Analysis? How can transactional analysis be applied to improve the communication among people in an organization?
5.
  - a. What do you understand by Span of Control? What are the factors which determine the span of control? How will it affect the functioning of organization?
  - b. Explain Fayol's Principles and its application in Management.

**ANDHRA UNIVERSITY  
SCHOOL OF DISTANCE EDUCATION**

**MBA Hospital Administration (First year)  
ASSIGNMENT QUESTION PAPER 2020-2021**

**Answer ALL Questions**

**Paper - II: ACCOUNTING FOR DECISION MAKING**

**(20 Marks)**

1. a. Define Financial Accounting. Distinguish between Capital and Revenue expenditure.  
b. Define the following  
(i) Asset  
(ii) Liability  
(iii) Ledger  
Explain in detail about asset and liability with some example.
2. a. Explain in detail about activity based costing and absorption costing. Enumerate the difference between them.  
b. Explain in detail about working capital management.
3. a. Define Depreciation. What are the different types and methods used in calculation of depreciation?  
b. Enumerate the areas of cost reduction in organization. Explain the techniques used in cost reduction.
4. a. Enumerate the methods of cost analysis.  
b. An X-ray centre has priced X-ray test and report for Rs.300. The variable cost is Rs. 100 per test. The annual fixed cost is Rs, 3, 00,000. Find out the number of X-ray tests to be performed per year to achieve breakeven point.
5. a. From the following projections of ABC company limited for the next year. You are required to determine the working capital required by the company.

	Rs.
Annual Sale	14, 40,000
Raw material purchases	7, 00,000
Cost of production	12, 00,000
Monthly expenditure	35,000
Estimated opening stock of raw material	1, 30,000
Estimated closing stock of raw material	1, 20, 000

  
b. Write about emerging trends in Accounting.

**ANDHRA UNIVERSITY  
SCHOOL OF DISTANCE EDUCATION**

**MBA Hospital Administration (First year)  
ASSIGNMENT QUESTION PAPER 2020-2021**

**Answer ALL Questions**

**Paper - III: MANAGEMENT OF OUT-PATIENT DEPARTMENT**

**(20 Marks)**

1. a. Enumerate the roles and functions of Out-Patient Department. Discuss briefly any ten administrative problems and their solutions for a tertiary care multispecialty hospital.  
b. What are the features of satisfactory out patient service in a tertiary care super speciality hospital from a patient's perspective?
2. a. Discuss the planning and organization of ambulatory care facility in a teaching hospital.  
b. What are the different factors that need to be considered for estimating the demand of OPD care?
3. a. How to plan an outpatient medical record department for a tertiary care hospital? Write briefly on roles and responsibilities of medical records technicians.  
b. Write about various awareness, educational communication and preventive programs that are undertaken in OPD.
4. a. Discuss the planning consideration of X-ray unit in OPD of a 500 bedded hospital.  
b. Discuss about the various value added services in OPD to retain customers in a multispecialty corporate hospital.
5. a. Define Ancillary and Auxiliary services. Discuss about the importance of ancillary and auxiliary services in OPD.  
b. Explain the functions and different areas in emergency department. Write in brief about staffing pattern in emergency department.

**ANDHRA UNIVERSITY  
SCHOOL OF DISTANCE EDUCATION**

**MBA Hospital Administration (First year)  
ASSIGNMENT QUESTION PAPER 2020-2021**

**Answer ALL Questions**

**Paper - IV: PATIENT CARE AND BEHAVIOUR**

**(20 Marks)**

1.
  - a. What is the concept of Progressive Patient care? Explain the importance of counselling and how will you ensure proper grief counselling in critical care unit.
  - b. Explain the various legal implications associated with hospital administration.
2.
  - a. Explain about different methods you will adapt to improve patient satisfaction in intensive care unit and inpatient department of hospital.
  - b. What do you mean by accreditation? Explain in brief about NABH.
3.
  - a. What are the different methods of concurrent and retrospective evaluation of patient care? Discuss in detail about Medical Audit.
  - b. Explain about infection control committee in hospital. Enumerate the various infection control measures followed in ICU and OT.
4.
  - a. Define Communication. Explain about internal and external communication system in hospital for providing better patient care.
  - b. Elaborate the role public relation department in association with better patient experience in hospital.
5.
  - a. Explain the importance of supportive services in improving patient care.
  - b. Discuss the role of knowledge exchange and training program in hospital for improving patient care.

**ANDHRA UNIVERSITY  
SCHOOL OF DISTANCE EDUCATION**

**MBA Hospital Administration (First year)  
ASSIGNMENT QUESTION PAPER 2020-2021**

**Answer ALL Questions**

**Paper - V: HEALTH SYSTEM MANAGEMENT**

**(20 Marks)**

1.
  - a. Write on levels of healthcare system in India. Explain the functions and staffing pattern of community health centre.
  - b. Discuss about:
    - (i) ESI act
    - (ii) Laws related to Biomedical Waste Management
2.
  - a. Discuss the role of hospital administrator in managing medico legal cases.
  - b. How do you measure job satisfaction among employees?
3.
  - a. Define Conflict. Explain the types and process of conflict.
  - b. Enumerate the laws related to department of law and Radiology in hospital.
4.
  - a. Write a note on Insurance Regulatory and Development Authority in India. Explain briefly on TPA.
  - b. Write about the laws related to medical professionals and their duties towards the patient.
5.
  - a. Write about the Licenses/Certification required for hospital.
  - b. Explain about the importance of accreditation in universal health coverage.

**ANDHRA UNIVERSITY  
SCHOOL OF DISTANCE EDUCATION**

**MBA Hospital Administration (First year)  
ASSIGNMENT QUESTION PAPER 2020-2021**

**Answer ALL Questions**

**Paper - VI: MANAGEMENT OF INFORMATION SYSTEMS IN HOSPITALS**

**(20 Marks)**

1. a. Define Hospital Information System. Enumerate the different obstacles in adoption of HIS in hospital.  
b. What is Telemedicine? Write about the merits and demerits of telemedicine.
2. a. Discuss about the advantages and disadvantages of maintaining paper records in healthcare.  
b. What are the difficulties faced by hospital administrator in transforming manual health records into electronic health records?
3. a. Discuss about the legal implications of electronic health record.  
b. Write the application of computer software packages in various functions of hospital.
4. a. Explain the future of IT in healthcare.  
b. Elaborate the application of IT in management of lab, radiology and OT services.
5. a. Discuss the role of IT in cost containment and prevention of pilferage in hospital.  
b. Explain the application of IT in data analysis and healthcare research.