

# Question Paper

Exam Date & Time: 26-Nov-2018 (02:00 PM - 03:30 PM)



## MANIPAL ACADEMY OF HIGHER EDUCATION

**FIRST SEMESTER MASTER IN HOSPITAL ADMINISTRATION DEGREE EXAMINATION - NOVEMBER 2018**  
**SUBJECT: MHA 501 - GENERAL MANAGEMENT**  
**(2018-2020 BATCH - REGULAR)**  
**Monday, November 26, 2018 (14.00 - 15.30)**

**Budget time across question accordingly.**  
**Answer ALL questions.**

**Marks: 50**

**Duration: 90 mins.**

### Long Essay Questions:

- 1) Consider the list of jobs below. In your opinion, what is the appropriate span of management for each? Describe the factors you considered in reaching your conclusion. (10)
- i) A physician practices medicine in a privately owned clinic, while also supervising a number of professional nurses and office staff.
  - ii) An owner-manager of an auto body shop deals with customers and directs several experienced mechanics, and also trains and oversees the work of some unskilled laborers.
  - iii) A manager in an international advertising agency directs a team of professionals who are located in offices around the world.
- 2) Prepare an organogram of a 250 bedded super specialized cardiac hospital. (10)

### 3. Short Essay Questions:

- 3A) What are the different roles that an administrator of a 100 bedded hospital will require to play? (5)
- 3B) What are the symptoms that a manager should look for in determining whether an organization needs to change? (5)
- 3C) Why "management" is regarded by some people as an essential life skill? (5)
- 3D) What are the benefits of frequent job rotation for a person who would like to become a high level manager? (5)
- 3E) How would a leader know whether a given subordinate, or group of subordinates, is trustworthy enough to be empowered? (5)
- 3F) Have you noticed the frequent errors in dealing with patients, such as billing errors, names spelled incorrectly, and customer problems that were not fixed? What solution can you offer to overcome all these errors? (5)

-----End-----