



MANIPAL ACADEMY OF HIGHER EDUCATION

FIRST SEMESTER MASTER IN HOSPITAL ADMINISTRATION DEGREE EXAMINATION - MARCH 2018
SUBJECT: GENERAL MANAGEMENT (MHA 601)
Monday, March 12, 2018 (14.30 - 16.00 Hrs.)

Answer ALL the questions.
Budget time across questions accordingly.

Marks: 50

Duration: 90 mins.

Long Essay Questions.

- 1) If you were the CEO of a large organization, would you want to share responsibility with a co-CEO? Why or why not? (10)
- 2) Why should a manager who does not work in the human resources department be familiar with the various aspects of 'Performance Appraisal'? Name and briefly describe any three techniques of performance appraisal? (10)

3. Short Essay Questions.

- 3A) What are the differences between the matrix organization and team organization mentioning about any similarities and difference? (5)
- 3B) What are the symptoms that a manager should look for in determining whether an organization needs to change? (5)
- 3C) Prepare an effective goal for a call centre customer-service worker who is responsible for resolving call-in problems about a biomedical equipment like ventilator. (5)
- 3D) How would a CEO know if recognition awards, such as an expensive watch containing the company logo, actually contributed to employee motivation or retention? (5)
- 3E) How might understanding the steps in the communication process help managers and professionals do a better job? (5)
- 3F) Why is experience working on a cross-functional team particularly valuable for a person who aspires to a career in management? (5)

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FIRST SEMESTER MASTER IN HOSPITAL ADMINISTRATION DEGREE EXAMINATION - MARCH 2018
SUBJECT: ORGANIZATIONAL BEHAVIOR (MHA 603)
Tuesday, March 13, 2018 (14.30 - 16.00 Hrs.)

Answer ALL the questions.

Marks: 50

Duration: 90 mins.

Long Essay Questions.

- 1) What is fundamental Attribution error? What is self-serving bias? Discuss the common shortcuts used in judging others? (10)
- 2) Discuss Organisational culture as a liability. Discuss the factors that create and keep an Organisational culture alive. (10)

3. Short Essay Questions.

- 3A) Discuss Cognitive Dissonance. (5)
- 3B) Define and discuss Personality. Describe MBTI and the Big 5 Personality Model. (5)
- 3C) Discuss Job design and the Job characteristics model. (5)
- 3D) Effective vs Successful managers. (5)
- 3E) Barriers to effective communication. (5)
- 3F) The Big 5 model framework for identifying and classifying Personality traits. (5)

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FIRST SEMESTER MASTER IN HOSPITAL ADMINISTRATION DEGREE EXAMINATION - MARCH 2018
SUBJECT: STATISTICS AND RESEARCH METHODOLOGY (MHA 605)
Wednesday, March 14, 2018 (14.30 - 16.00 Hrs.)

Answer ALL the questions.

Marks: 50

Duration: 90 mins.

- 1A) Define a variable and its different types with examples for each. (6)
1B) Describe the data given below with the help of a frequency polygon: (5)

Systolic BP (mmHg)	Number of Persons
100-110	7
110-120	16
120-130	19
130-140	31
140-150	41
150-160	23
160-170	10
170-180	3

- 2) Mid arm circumference(in cm) of 10 male children aged 6 months is as given below: (6)
12.1 11.3 12.8 10.8 12.4 10.9 11.9 14.1 12.5 11.2
Compute mean and standard deviation.

3. Define:

- 3A) Sampling distribution of a statistic (2)
3B) Sample (2)
3C) Power (2)
3D) Level of significance (2)

- 4A) In which situation we need Sampling? Explain systematic sampling technique with the help of an example. Mention the advantages and disadvantages of systematic sampling. (3+3+2 = 8 marks) (8)

4B. Fill in the blank:

- i) Normal is a ____ probability distribution. (Discrete/Continuous) (1)
ii) Mean and variance of poisson distribution are ____ and ____ respectively. (1)
- 5) The mean hemoglobin level of a group of 70 females was found to be 11.5 g/dl with a SD of 1.5 g/dl. Find the 95% and 99% CI for the population mean. (2.5 marks x 2 = 5 marks) (5)
- 6) Briefly explain the steps involved in a research. (10)



MANIPAL ACADEMY OF HIGHER EDUCATION

FIRST SEMESTER MASTER IN HOSPITAL ADMINISTRATION DEGREE EXAMINATION - MARCH 2018
SUBJECT: PUBLIC HEALTH ADMINISTRATION, HEALTHCARE DELIVERY SYSTEM AND EPIDEMIOLOGY
(MHA 607)

Thursday, March 15, 2018 (14.30 - 16.00 Hrs.)

Answer ALL the questions.

Marks: 50

Duration: 90 mins.

- 1) Discuss the salient features of biomedical waste management act 2016. What are the health hazards associated with biomedical waste and as administrator's. What measures will you take to as preventive strategies against adverse effects of BMW. (10)
- 2) A cohort study was conducted to investigate the association between lead exposure and leukemia among factory workers. The data are presented as below: (10)

Lead exposure	Leukemia		Total
	Yes	No	
Yes	500	9500	10,000
No	200	19800	20,000

Calculate the relative risk. Interpret your findings.
(7+3 = 10 marks)

- 3A) Color coding for biomedical waste segregation. (5)
- 3B) Explain surveillance and types of surveillance with examples. (5)
- 3C) Discuss the programmatic components of National Health Mission (NHM). (5)
- 3D) Discuss the MCI Code of conduct for doctors and professional association of doctors in their relationship with pharmaceutical and allied health sector industry. (5)
- 3E) Discuss the objectives of the Mid-day meal Program and meal provision under the program for school children. (5)
- 3F) What are the salient features of the National blood policy of India? (5)

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MANIPAL ACADEMY OF HIGHER EDUCATION

FIRST SEMESTER MASTER IN HOSPITAL ADMINISTRATION DEGREE EXAMINATION - MARCH 2018
SUBJECT: HEALTH ECONOMICS AND INSURANCE (MHA 609)
Friday, March 16, 2018 (14.30 - 16.00 Hrs.)

Answer ALL the questions.

Marks: 50

Duration: 90 mins.

- 1) Define Inflation. Explain the measures to control inflation in India. (10)
- 2) Define Economics. Explain the importance of Health economics. (10)
- 3A) Differentiate between GDP and GNP. (5)
- 3B) Explain the limitations of National income accounting in India. (5)
- 3C) Explain the structure of Indian Budget. (5)
- 3D) Explain types of Fiscal policy. (5)
- 3E) Briefly explain different types of cost in economics. (5)
- 3F) Type of managed care plan in which health care service provider fulfills services at competitive rates to group of employers is classified as: (1)
- i) a) Preferred provider organizations
b) Defined maintenance organization
c) Health maintenance organizations
d) Non preferred provider organization
- ii) Type of managed care plan in which health care service providers gives services on prepaid basis for fixed period of time is classified as: (1)
- a) Health maintenance organizations
b) Non preferred provider organization
c) Preferred provider organizations
d) Defined maintenance organization
- iii) Which of the following situations are moral hazard problems that the insurance industry is prone to? (1)
- a) Take out fire insurance, and then deliberately burn down your house in order to collect on the house
b) Take out life insurance, and then kill yourself to support your family
c) People, who know they have a terminal disease and are about to die, will sign up for a life insurance contract
d) All of the above
- iv) The quasi-government authority administering the insurance business in India is: (1)
- a) ICICI
b) IDBI
c) IRDAI
d) CIBIL
- v) The amount that is paid as consideration to insured person is called Premium, and the amount paid by the insured person to get insured is called Sum Assured. The above statement is: (1)
- a) True
b) False
c) In few situations its True, and few its False
d) All of the above