

**B.Sc. IN MEDICAL RECORDS SCIENCE AND
HEALTH INFORMATION TECHNOLOGY**

00516

Term-End Examination

December , 2012

**BAHI-024 : INTRODUCTION TO MANAGEMENT ;
ORGANISATION AND MANAGEMENT OF
HOSPITAL AND HEALTH SYSTEM**

Time : 3 hours

Maximum Marks : 70

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- Note :** (i) *This question paper has two Parts*
(ii) *Attempt any five questions from part A. Each carries 8 marks.*
(iii) *Attempt any five short notes from Part B Each carries 6 marks*
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PART-A

1. Define organisation and explain the importance of organisational behaviour.
2. Specify the factors influencing the use of ambulatory care and explain types of services to the ambulatory patients provided by the hospital.
3. Define leadership. Discuss salient features of effective leadership

4. Discuss the emergency services and its importance.
5. What is TQM ? Discuss detail elements of TQM.
6. Define Accounting. Enumerate the functions and Objectives of Accounting.
7. Explain the selection procedure of staff in hospital.
8. Explain the process of training and development in a hospital.

PART-B

9. Write short notes on *any five* of the following each carries 6 marks.
- (a) Primary Health Centre
 - (b) Motivation
 - (c) WHO
 - (d) NABH
 - (e) Public Relations in Hospitals
 - (f) Communicable Diseases
 - (g) CSSD
 - (h) Material Management
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