

Faculty of Commerce and Management

Syllabus for

BBA Hospital Administration (BBA HA)



Himalayan Garhwal University
Uttarakhand (India)

BBA HA, I - Semester

Course code	Course Title	Valid Credits	Internal Exam	External Exam	Total Marks
BBHA-101 (Core)	HINDI	2	30	70	100
BBHA-102 (Core)	BUSINESS MATHEMATICS	3	30	70	100
BBHA – 103(Core)	COMPUTER APPLICATIONS	3	30	70	100
BBHA – 104 (Core)	INTRODUCTION TO MANAGEMENT	3	30	70	100
BBHA – 105- (Core)	1. INTRODUCTION TO PHYSIOLOGY	3	30	70	100
BBHA – 106 (Core)	INTRODUCTION TO HUMAN ANATOMY	3	30	70	100
BBHA – 107 (Core)	INTRODUCTION TO HUMAN ANATOMY	3	30	70	100
BBHA – 108 (Core)	INTRODUCTION TO BIO-CHEMISTRY	3	30	70	100
BBHA -109	INTRODUCTION TO PSYCHOLOGY & SOCIOLOGY	3	30	70	100
TOTAL		26	270	630	900

Course Title	Valid Credits	
Skill Development	2	
Course Title	Virtual Credits	Total Marks
Comprehensive Viva-voce	2	50

BBA HA, II-SEM

Course code	Course Title	Valid Credits	Internal Exam	External Exam	Total Marks
BBHA –201 (Core)	INDIAN CULTURE AND FREEDOM STRUGGLE	2	30	70	100
BBHA –202 (Core)	BUSINESS COMMUNICATION	3	30	70	100
BBHA – 203(Core)	BUSINESS STATISTICS	3	30	70	100
BBHA -204 (Core)	INTRODUCTION TO ACCOUNTING – I (FIN. A/C)	3	30	70	100
BBHA205 (Core)	COMPUTER APPLICATION-II	3	30	70	100
BBHA 206 (Core)	PREVENTIVE AND SOCIAL MEDICINE	3	30	70	100
BBHA 207 (Core)	INTRODUCTION TO PATHOLOGY & MICROBIOLOGY	3	30	70	100
BBHA 208 (Core)	INTRODUCTION TO PHARMACOLOGY	3	30	70	100
TOTAL		23	240	560	800

Course Title	Valid Credits	
Skill Development	2	
Course Title	Virtual Credits	Total Marks
Comprehensive Viva-voce	2	50

BBA HA, III-SEM

Course code	Course Title	Valid Credits	Internal Exam	External Exam	Total Marks
BBHA-301 (Core)	INTRODUCTION TO ECONOMICS	3	30	70	100
BBHA -302 (Core)	INTRODUCTION TO ACCOUNTING – II (COST-A/C)	3	30	70	100
BBHA 303 (Core)	INTRODUCTION TO MARKETING MANAGEMENT	3	30	70	100
BBHA 304 (Core)	HUMAN RESOURCES MANAGEMENT	3	30	70	100
BBHA 305 (Core)	INTRODUCTION TO GYNAECOLOGY AND OBSTETRICS	3	30	70	100
BBHA 306 (Core)	INTRODUCTION TO SURGERY	3	30	70	100
BBHA 307 (Core)	FORENSIC MEDICINE AND TOXICOLOGY	3	30	70	100
BBHA 308 (Core)	INTRODUCTION TO MEDICINE	3	30	70	100
TOTAL		24	240	560	800

Course Title	Valid Credits	
Skill Development	2	
Course Title	Virtual Credits	Total Marks
Comprehensive Viva-voce	2	50

BBA HA, IV-SEM

Course code	Course Title	Valid Credits	Internal Exam	External Exam	Total Marks
BBHA 401 (Core)	BUSSINESS ENVIRONMENT	3	30	70	100
BBHA 402 (Core)	PURCHASING AND MATERIALS MANAGEMENT	3	30	70	100
BBHA 403 (Core)	RESEARCH METHODOLOGY	3	30	70	100
BBHA 404 (Core)	MANAGEMENT ACCOUNTING	3	30	70	100
BBHA 405 (Core)	BIO-MEDICAL INSTRUMENTATION	3	30	70	100
BBHA 406 (Core)	NUTRITION & DIETETICS	3	30	70	100
BBHA 407 (Core)	INTRODUCTION TO HEALTH ADMINISTRATION	3	30	70	100
BBHA 408 (Core)	INTRODUCTION TO HOSPITAL ADMINISTRATION	3	30	70	100
TOTAL		24	240	560	800

Course Title	Valid Credits	
Skill Development	2	
Course Title	Virtual Credits	Total Marks
Comprehensive Viva-voce	2	50

BBA HA, V-SEM

Course code	Course Title	Valid Credits	Internal Exam	External Exam	Total Marks
BBHA 501 (Core)	HOSPITAL PLANNING-I	3	30	70	100
BBHA 502 (Core)	ORGANIZATIONS BEHAVIOUR	3	30	70	100
BBHA 503 (Core)	FINANCIAL MANAGEMENT-I	3	30	70	100
BBHA 504 (Core)	QUANTITATIVE TECHNIQUES	3	30	70	100
BBHA 505 (Core)	SYSTEM ANALYSIS & DESIGN	3	30	70	100
BBHA 506 (Core)	SERVICES MARKETING	3	30	70	100
BBHA 507 (Core)	EPIDEOMOLOGY	3	30	70	100
BBHA 508 (Core)	MEDICAL LAWS AND MEDICAL ETHICS	3	30	70	100
TOTAL		24	240	560	800

Course Title	Valid Credits	
Skill Development	2	
Course Title	Virtual Credits	Total Marks
Comprehensive Viva-voce	2	50

BBA HA, VI- SEM

Course code	Course Title	Valid Credits	Internal Exam	External Exam	Total Marks
BBHA 601 (Core)	RELATIONAL DATA BASED MANAGEMENT SYSTEMS	3	30	70	100
BBHA 602 (Core)	INDIAN ETHOS IN MANAGEMENT	3	30	70	100
BBHA 603 (Core)	FINANCIAL MANAGEMENT-II	3	30	70	100
BBHA 604 (Core)	RECENT TRENDS IN HEALTH CARE	3	30	70	100
BBHA 605 (Core)	MANAGEMENT OF QUALITY	3	30	70	100
BBHA 606 (Core)	HUMAN RESOURCE DEVELOPMENT	3	30	70	100
BBHA 607 (Core)	Project Student will have to select any one option out of following A. Vocational training on hospital industry. B. Industry analysis-study on hospital and health	3	30	70	100
TOTAL		21	210	490	700

Course Title	Valid Credits	
Skill Development	2	
Course Title	Virtual Credits	Total Marks
Comprehensive Viva-voce	2	50

CURRICULUM

SEM I

2. HINDI
3. BUSINESS MATHEMATICS
4. COMPUTER APPLICATIONS -I
5. INTRODUCTION TO MANAGEMENT
6. INTRODUCTION TO PHYSIOLOGY
7. INTRODUCTION TO HUMAN ANATOMY
8. INTRODUCTION TO BIO-CHEMISTRY
9. INTRODUCTION TO PSYCHOLOGY & SOCIOLOGY

SEM II

1. INDIAN CULTURE AND FREEDOM STRUGGLE
2. BUSINESS COMMUNICATION
3. BUSINESS STATISTICS
4. INTRODUCTION TO ACCOUNTING – I (FIN. A/C)
5. COMPUTER APPLICATION-II
6. PREVENTIVE AND SOCIAL MEDICINE

7. INTRODUCTION TO PATHOLOGY & MICROBIOLOGY
8. INTRODUCTION TO PHARMACOLOGY

SEM III

1. INTRODUCTION TO ECONOMICS
2. INTRODUCTION TO ACCOUNTING – II (COST-A/C)
3. INTRODUCTION TO MARKETING MANAGEMENT
4. HUMAN RESOURCES MANAGEMENT
5. INTRODUCTION TO GYNAECOLOGY AND OBSTETRICS
6. INTRODUCTION TO SURGERY
7. FORENSIC MEDICINE AND TOXICOLOGY
8. INTRODUCTION TO MEDICINE

SEM IV

1. BUSSINESS ENVIRONMENT
2. PURCHASING AND MATERIALS MANAGEMENT
3. RESEARCH METHODOLOGY

4. MANAGEMENT ACCOUNTING
5. BIO-MEDICAL INSTRUMENTATION
6. NUTRITION & DIETETICS
7. INTRODUCTION TO HEALTH ADMINISTRATION
8. INTRODUCTION TO HOSPITAL ADMINISTRATION

SEM V

1. HOSPITAL PLANNING-I
2. ORGANIZATIONS BEHAVIOUR
3. FINANCIAL MANAGEMENT-I
4. QUANTITATIVE TECHNIQUES
5. SYSTEM ANALYSIS & DESIGN
6. SERVICES MARKETING
7. EPIDEOMOLOGY
8. MEDICAL LAWS AND MEDICAL ETHICS

SEM VI

1. RELATIONAL DATA BASED MANAGEMENT SYSTEMS
2. INDIAN ETHOS IN MANAGEMENT
3. FINANCIAL MANAGEMENT-II
4. RECENT TRENDS IN HEALTH CARE
5. MANAGEMENT OF QUALITY
6. HUMAN RESOURCE DEVELOPMENT

Project (two Hundred Marks.)

Ist Semester

HINDI

Course Objectives: The objectives of the course are to enable students to learn and to have a good working practice of Hindi.

Examinations : The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

हिन्दी भाषा –

- 1 मानक हिन्दी भाषा
- 2 मानक हिन्दी के प्रकार
- 3 अशुद्धियाँ और उनका संबोधन –
- 4 अशुद्धियाँ के उदाहरण
- 5 अशुद्धियाँ के प्रकार (उच्चारण गत, वर्तनी गत, शब्द और अर्थ गत, व्याकरण गत)
- 6 हिन्दी का शब्द भंडार –
- 7 शब्दों के प्रकार
- 8 शब्दों की रचना
- 9 नये प्रयोग
- 10 हिन्दी की वाक्य रचना –
- 11 वाक्यों के प्रकार
- 12 वाक्य विन्यास
- 13 वाक्य गत सामान्य अशुद्धिया
- 14 विराम चिन्ह
- 15 पत्र लेखन, सार लेखन, पल्लवन–
- 16 पत्रों के उदाहरण
- 17 पत्रों के प्रकार
- 18 पत्र लेखन की विशेषताएँ (पत्र लेखन, संबोधन, अंतर्दिनांक आदि डालना)
- 19 सार लेखन
- 20 पल्लवन
- 21 भारतीय संस्कृति
- 22 भारत देश और उसके निवासी
- 23 भारतीय समाज की संरचना
- 24 सामाजिक गतिशीलता – अद्यतन
- 25 कार्य और दर्शन
- 26 भारतीय संस्कृति का विषय पर प्रभाव
- 27 मध्यप्रदेश का सांस्कृतिक वैभव

पाठ्यपुस्तक – भारतीय के अमर स्वर, प्रकाशक म. प्र. हिन्दी ग्रंथ अकादमी, भाेपाल ।

Ist Semester

BUSINESS MATHEMATICS

Course Objectives: The objectives of the course are to enable students to learn and to have a good working practice of mathematical tools for taking appropriate decisions in managerial situations

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Content:

1. Number Systems.
2. Set, Relations and Functions.
3. Series and Sequence, A P, G. P, and H.P.
4. Compounding and Discounting, Annuity
5. **VECTOR ALGEBRA :-** Representation of Vectors, Addition, Scalar multiplication, Scalar and Vector products of two and more vectors
6. **MATRIX AND DETERMINANT:-** Concept of Matrix and Determinant. Algebra of matrices and determinants, Inverse of matrix, Rank of matrix, Managerial applications and Input-Output analysis
- 7.
8. **DIFFERENTIAL CALCULAS :-** Variables, Constants, Functions, Concept of limit and continuity, Derivatives, Algebra of derivatives, Derivatives of composite functions, Higher order derivatives, Application of derivatives in maxima and minima. (Numerical upto Second order Derivatives only.)
- 9.
10. **INTEGRAL CALCULAS:-** Elementary integration, Standard form, Integration by substitution, Integration by parts, Integration of Rational fractions and Integration by partial fractions, Concept of definite integral, Length of the curve and Area bounded by curve (simple cases). Calculation of Consumer's surplus and Producer's surplus.

Text Reading: J.K. Sharma –“Mathematics for Management and Computer Application”, Galgotia Publication Pvt. Ltd., New Delhi.

Ist Semester

COMPUTER APPLICATIONS – I

Course Objectives The objectives of the course are to introduce the students, the concepts of computer hardware and software and to acquaint them with IT Tools.

Examinations

The faculty member will award marks out of a maximum of 40 marks (20 marks are for the internal performance of the Student and 20 Marks are for viva-voce).. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Contents:

1. Introduction to Computer

Hardware: Input / Output devices, storage devices and memory.

Software: System and Application Software, Compilers, Interpreters and

Assemblers. Computer Languages: Levels of languages, generation and their features.

Generation of Computer (Phases of development of computers).

Number System: Introduction to number system, binary, decimal, hexadecimal and their inter conversions and their uses in computer system.

2. Operating Systems

DOS: External and Internal Commands and Features.

WINDOWS 98: Basic Operations, utilities and features.

UNIX: Introduction, features and basic commands (like: pwd, cp, cd, rm, mv, ls, cat, mkdir, ch mod, rmdir, who, who am I, banner, date, kill, etc.).

3. Application Software (MS-Office 2000)

MS Word 2000: Word basics, formatting text and documents, working with headers, footers and footnotes, tabs, tables and sorting, working with graphics, templates, wizards and sample documents, introduction to mail merge and macros.

MS Excel 2000: Excel basics, rearranging worksheets, excel formatting tips and techniques, introduction to functions, Excel's chart features, working with graphics, using worksheet as databases, automating "what-if" projects.

MS PowerPoint 2000: PowerPoint basics, creating presentation the easy way, working with text in PowerPoint, working with graphics in power point

MS Access 2000: Database creation, screen/form design, report generation using wizard

Text Readings:

1. Suresh K. Basandara.,” Computer Today”, New Delhi, Cialgotra –1999
2. Rom Mansfield., “The concept guide to Microsoft office”. New Delhi BPB 1994.
3. Suilz,” Learn Dos in a Day”, New Delhi BPB.

4. P.K. Sinha, "Computer Fundamentals", NewCarole Boggs Mathws and Martin .Matthews, Windows 95 Intant Reference. New Delhi BPB 1995
5. Gini Courter, & Annette Marquis, "Microsoft Office 2000 No Experience Required", BPB Publications, New Delhi, 1999
6. Laurie Ulrich, "Tech yourself Microsoft Office 2000 in 21 days", Techmedia, New Delhi, 1999
7. Sumitabha Das, "Unix Concepts and Applications", Tata McGraw Hill Pub. Co. Ltd., New Delhi, 1997

Ist Semester

INTRODUCTION TO MANAGEMENT

Course Objective:

Objective of this course is to help the students gain understanding the functions and responsibilities of the manager, provide them tolls and techniques to be used in the performance of managerial job, and enable them to analyze and understand the environment of the organization.

Examination

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the student. The semester examination will be worth 60 marks. It will have two sections A and B. Section A, worth 45 marks will consist of five theory questions, out of which students will be required to attempt any three questions, and Section B will comprise of one or more case(s), worth 15 marks

Course Content:

- 1 **Concept of Management:** Functions and Responsibilities of Managers, fayol's Principles of management, Management thought; the Classical School, The Human Relations School, Systems theory, Contingency Management Developing Excellent Managers.
- 2 **Planning:** Nature and purpose of planning process, principles of Planning, Types of planning, Advantages and Limitation of planning.
- 3 **Concept and Nature of Objectives:** Types of Objectives, Importance of Objectives, Setting objectives, Management by Objective (MBO) benefits and weaknesses of MBO.
- 4 **Strategies and Policies:** Concept of Corporate Strategy, formulation of strategy, Types of strategies, Types of policies, principles of formulation of policies, Decision Making Process, Individual Decision Making Models.
- 5 **Organizing:** Nature and Purpose of Organizing, Bases of Departmentation, Span Relationship, Line Staff Conflict, Bases of Delegation, Kind of Delegation and Decentralization, methods of Decentralization.
- 6 **Controlling:** Concept and Process of Control, Control Techniques. Human Aspects of Control, Control as a feed back system, feed forward Control, Preventive Control, Profit and loss Control, Control through Return on investment, the use of Computer of Controlling & Decision making, the challenges created by IT a Control tool.

Text Readings:

- 1 Horold Koontz, O'Donnell and Heinz Weihrich, "Essentials of Management" New Delhi, Tata McGraw Hill, 1992.
- 2 R.D. Agrawal, "Organization and Management" New Delhi, Tata McGraw Hill 1995.

Ist Semester

INTRODUCTION TO PHYSIOLOGY

Course Objectives : The objectives of the course are to enable students to learn and to have a good understanding of Human Physiology, as is necessary for Hospital Administrators.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Content:

- Physiology with special reference to Human Body.
- Principles of bio-physics as applicable to the human body .
- Excitable Tissue –Nerve and Muscle.
- Composition of blood, blood groups in human, Coagulation, oxygen and carbon dioxide transport. Hemoglobin.
- Acid base balance and temperature regulation in Human.
- Circulatory System with special reference to Cardiac Cycle, Blood Pressure and ECG.
- Respiration and its Physiology with regards to its clinical application, diseases of respiration, artificial ventilation.
- Physiology of Gastro intestinal system, & its applied aspects, along with physiology of liver& pancreas .
- Gross physiology of Endocrine system & its applied clinical aspects, mechanism of action of various hormones and their role in controlling body activities, hypo and hyper secretion and its consequences
- Nervous system in human body CNS, Autonomic Sympathetic & Parasympathetic and their applied physiology.
- Physiology of reproduction in humans. Reproductive development in human beings
- Function of placenta in human
- Vision ,Hearing and other receptors.

Text Readings:

- 1 C.C. Chatterjee, "Human Physiology", Medical Allied Agency.
- 2 Arthur C Guyton, "Text book of Medical Physiology", Prism Books Pvt. Ltd.
- 3 J. H. Green," An Introduction To Human Physiology", Oxford University Press

Ganong's textbook of Physiology

Ist Semester

INTRODUCTION TO HUMAN ANATOMY

Course Objectives : The objectives of the course are to enable students to learn and have a good understanding of Human Anatomy as is necessary to understand human body organization and for further understanding of medical subjects as Hospital Administrators.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Content:

Technical word/terminology synthesis & analysis, Applied Anatomy need be emphasized with following sections of the syllabus:

- **General Anatomy:** Introduction and Anatomical terms,
- **Osteology-** MAJOR Bones, Joints-types and structure of synovial joints like Hip,Knee,Shoulder Joints , Muscles---major muscles of upper and lower limbs
- **Nervous Systems** central and peripheral nervous system including A.N.S
- .
- **Skin** : Structure and function
- **Head and Neck**
- **,Brain and spinal cord (major topics)**
- **Upper limbs--** Clavicle, Scapula, Humerus , Breast ,Brachial Plexus, **Arm,:** Radius and Ulna,
- **Lower limbs** : Hip bone, Femur, Patella, Tibia, Fibula, muscles of lower limb
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- **Thorax:** Sternum and Ribs, Vertebral column; lungs, Pleura, , Pericardium ,Blood Supply of Heart, Heart Structure, mediastinum
- **Abdomen and Pelvis**
 - Sacrum, Anterior abdominal wall, Inguinal region, peritoneum, Spleen, Oesophagus, Stomach, Small Intestines, Liver and Pancreas, and Kidney, Ureters, Diaphragm and Posterior wall of Abdomen.
- **Male** External and Internal Genital Organs Ductus deference , Seminal vesicles ,Prostate Glands, Pelvis, Pelvic Peritoneum,
- **Female-**External and Internal genital Organs --- Ovaries, Uterine tubes and Uterus, Urinary bladder, , Male and Female Urethra, Uterus ,
- Rectum and Anal canal, pelvic Vessels Nerves, Muscles

Text Readings:

1 Essentials of Human Anatomy I B Singh Jaypee Bros.

3 .B.D.Chaurasia Human anatomy

Ist Semester

INTRODUCTION TO BIO-CHEMISTRY

Course Objectives : The objectives of the course are to enable students to learn and to have a good understanding of Bio-Chemistry, as is necessary for Hospital Administrators

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Contents:

Human biochemistry with emphasis on the applied aspects of bio-chemical processes in conditions of health and disease.

Structure & functions of Carbohydrates, Lipids, Amino acids, Proteins and Nucleic acids.

Electrolytes homeostasis & normal ranges

Hormones , Classification of Hormones Types of enzymes, Mechanism of enzyme action, Immunoglobulins and immunity, Vitamins and co-enzymes-- *Biosynthesis and functions*

Malnutrition disorders related to Carbohydrates, Fats, Proteins & Vitamins, Electrolyte imbalance

Biochemical examination of sample of body fluids etc

General aspects of the metabolic basis of diseases.

Biochemical Lab tests, profiles and equipment used therein

Text Readings:

1) Robert K Murray, Daryl K. Granner, "Harper's Biochemistry", Prentice – Hall International Inc.

2) Praful B. Godkar , "Clinical Biochemistry" , Bhalani Publishing House

Ist Semester

INTRODUCTION TO PSYCHOLOGY & SOCIOLOGY

Objective: The Objective of the course is to make students aware of basic aspects of general Psychology & Sociology.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks . There shall be two sections in the question paper consisting of three questions each. (30 Marks each for Section –A & Section-B). The Students will be required to attempt 4 Questions selecting at least two questions from each section. All Questions will carry equal Marks.

Section –A (Psychology)

Course Contents:

Historical perspectives; Nature; Scope and branches of Psychology; Conceptual approaches and Research Methods

Biological Aspects & Behaviour:- Neurons and Synapses; The Nervous System; The cerebral cortex; the endocrine system; Heredity

Sensory Processes & Perception:- Basic concepts; sensory Processes; Vision; Hearing; Smell; Taste; Somatosenses; Kinesthesia and equilibratory senses; Perceptual processes; attention; from Perception; Visual depth perception; Constancy; Movement perception; Plasticity; individual differences; Extra sensory perception

Principles of Learning: Classical conditioning; Operant conditioning/ Instrumental conditioning & Cognitive learning.

Memory:- Kinds, States & Process of Memory; Forgetting

Language, Thought & Intelligence :- Problem Solving; Concepts; the thinking process; Decision Making; Creative Thinking; Theories of Intelligence; Determinants of Intelligence

Section –B (Sociology)

Definition, Area and Scope of Sociology

Process of Socialization. Culture, Modernization, Values

1. Society, 2. Social Groups, 3. Social Control, 4. Culture, 5. Marriage, Family and Kinship, 6. Economic Institutions, 7. Political Institutions, 8. Political Institutions, 9. Religion and Culture, 10. Education, 11. Culture, Society and Personality, 12. Individual and Socialization, 13. Culture and Personality Formation, 14. Methods of Research, 15. Techniques of Data Collection., 16.

References:

1. Margan C.T. King. R.A. Weisz J.R. & Sehofer J. (1986): "Introduction to Psychology" New York: Mc Ilraw-

Hill Book Company.

2. Rathms S.A. (1988) "Psychology" Chicago; Holt; Tomojsty smf Eomdysm.

3. Hilagnd E.R., Atkrnson R.L. & Atkrnson R.C (1979): "Introduction to Psychology" New York: Harcourt Brace Jonanomich Inc.

4. Shaver K.G. (1977) "Principles of Social Psychology" Combridge: Winthrop Publishers Inc.

5. Sears D.O., Peplau L.A., Taylor S.E. (1991) "Social Psychology" New Jersey: prentice Hall Inc.

6. Baron R.A. & Byrne D (1987) "Social Psychology; Under Standing Human Interction." new Delhi: Prentice

Hall of India.

7. Krech D. Centehfield R.S.& Ballachay E. (1962) "Individual in Society" London: MCGraw - Hill Book Company.

8. Vander Zanden J.W. (1977): " Social Psychology" New York: Random House.

8. Coleman J.C. (1976)- "Abnormal Psychology & Moder life" Calrfarma; Scstt toresman & Comapny.

Sociology:-

1. Bottomore, T.B., Sociology: A Guide to Problems and Literature, Blackie and Sons Publishers Pvt. Ltd., Mumbai, 1978.

2. Davis, Kingsley, Human society. The Macmillan Company, New York, 1970.

3. Giddens, Anthony, Sociology, Polity press in association with Blackwell Publishers. Oxford. 1994.

4. Inkles. Alex, What is sociology: An Introduction to the Discipline and Profession, Printice-Hall of India, Private Ltd.,New Delhi. 1977.

IInd Semester
INDIAN CULTURE AND FREEDOM STRUGGLE
Credit 2

Objective: The Objective of the course is to make students well aware of Indian Culture And Freedom Struggle

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course content :

1. Indian Art
Meaning of Art, Features of Indian Art.
Elementary Knowledge of Paintings, Music, Dancing, Sculpture, Archaeology, Iconography and Other Social Arts.
2. Indian Literature
Ancient Indian Literature
Elementary Knowledge of Vedic Literature, Mahabharata, Ramayan and Other Main Granthas.
- (iii) Indian Freedom Struggle
Freedom Struggle of 1857, National Consciousness, Non-Cooperation Movement, Civil Disobedient Movement, Quit India Movement, Contribution of Revolutionaries in Freedom Struggle.
- (iv) Indian Constitution
Introduction, Main features of Constitution, Fundamental Rights, Fundamental Duties.

Text Book : English Language and Indian Culture : Published by M.P. Hindi Granth Academy, Bhopal.

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IInd Semester

BUSINESS COMMUNICATION

Course Objectives: The objectives of the course are to help the students acquire the basis of interpersonal communication and Public speaking, so as to improve their communication skills and ability to understand others.

Examinations : The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student

. The semester examination will be worth 60 marks. It will have two sections A and B. Section A, worth 45 marks will consist of five theory questions, out of which students will be required to attempt three questions. Section B will comprise one or more case (S) worth 15 marks.

Course Content:

I. Introduction :Defining Communication, Process of Communication Communication Model, Objectives of Communication, Principles of Effective Communication, Importance of Business Communication and Importance of Feedback.

CASE STUDY

II. Factors Affecting Communication : Perception and Reality, Physical, Mechanical and Psychological Barriers to Communication Effective Listening – Types & Essentials of Effective Listening.

CASE STUDY

III. Channels, Types and Forms of Communication: Verbal, Non-Verbal, Formal, Informal, Internal and External Communication.

CASE STUDY

IV. Designing for Effective Communication: Understanding the Composition Process, Defining the Purpose, Analyzing the Audience, Establishing the Main Idea, Selecting the Appropriate Channel and Medium, Transactional Analysis.

CASE STUDY.

V. Fundamentals of Business Writing : Adaptation and Selection of words, Construction of Clear Sentences and Paragraphs, Writing for Effect, Basic Patterns of Business letters, Directness in Good News and Neutral Situations, Indirectness in Bad News, Persuasive Messages, Dealing with Print and Electronic Media.

CASE STUDY

VI. Employment Messages :Writing Resumes, Controlling the Format and Style, Tailoring the Contents, Choosing the Best Organizational Plan, Writing the Perfect Resume.

Application Letters : Writing the Opening Paragraph, Summarizing the Key Selling Points, Writing the Closing Paragraph.

CASE STUDY

VII. Reports and Proposals : Using Reports and Proposals and Business Tools, Completing and Writing Reports and Proposals.

CASE STUDY

VIII. Spoken Skills:

Conducting Presentations : Debates: Speeches: Interviews: Group Discussions.

Text Readings:

1. William V. Ruch, Business Communication, New York, Maxwell Macmillan, 1991.

2. Lani Arredono, The McGraw-Hill 36-Hour Course: Business Presentation, New York, McGraw Hill, 1994.
3. Bill Scott, The Skills of Communication, Bombay, Jaico, 1995.
4. Ronals E Dulek and John S. Fielden, Principles of Business Communication New York, McMillan, 1990.

IInd Semester

BUSINESS STATISTICS

Objective: The aim of the course is to enable students to have a better understanding of Statistical tools for taking business decisions.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Contents:

1. **Introduction to Statistics** : Definitions, Scope, Limitations and uses, Frequency distribution.
2. **Measurement of central tendency** : Arithmetic, Geometric & Harmonic Mean, Median, Mode, Quartile & Percentile, Merits and Demerits of different type of averages, Mean & standard deviation.
3. **Correlation & regression:** Introductory, Correlation table, positive or Negative correlation, Karl Pearson's coefficient of correlation, Regression, Lines of regression, Equation to the lines of regressions. Multiple Correlation and regression Analysis.
4. **Probability & sampling theory:** Definitions, Probability of an event, Mutually exclusive events, Additive law of probability, Compound probability, Conditional Probability, independent events, Multiplicative law of probability.
5. Probability Distribution: Discrete and Continuous Distribution, Poisson, Binomial and normal Distribution.
6. Simple sampling, small & large samples, Random sampling, systematic & Stratified sampling non probabilistic sampling.

. Suggested Readings

1. D. C. Sancheti and V. K. Kapoor, "**Statistics: Theory, Methods and Applications**", New Delhi: Sultan Chand and Sons., 2001
2. D.N. Elhance, Veena Elhance and B. M. Aggrawal, "**Fundamentals of Statistics**", Allahabad: Kitab Mahal, 1996
3. Richard I. Levin and D.S. Rubin, "**Statistics for Management**", New Delhi: Prentice Hall of India, 2000
4. S. P. Gupta, "**Statistical Methods**", New Delhi, Sultan Chand and Sons, 2001

IIInd Semester

INTRODUCTION TO ACCOUNTING-Ip ***(FINANCIAL ACCOUNTING) Credit 3***

Semester-II

Objective: The aim of the course is to enable students to know and understand the various facets of accounting procedures and practices used in business management.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Contain :

Purpose of Accounting and its. Place in Business, Limitations, Relationship with other Financial Areas. Advantages & Importance.

Basic Accounting Concepts : Money Measurement Concept, Entity Concept, Going Concern Concept, Cost Concept, Dual Aspect Concept, Accrual Concept, Conservatism, Materiality Concept, Consistency concept.

Accounting Structure : Process of Accounting Journal, Ledger and Trial Balance Errors & their rectification based on Double Entry Book-Keeping System, Bank Reconciliation statement.

Preparation of Financial Statements : Form and Preparation of Income Statement and Statement of Financial Position, Adjustments.

Accounting for Deprecation-Fixed Installment Methods & Reducing Balance Methods.

Text Reading :

IIInd Semester

COMPUTER APPLICATION – II

Course Objective: The Objectives of the course are to enable students to learn and develop a better understanding of Computer Technology and Its Application in the area of Health and Hospital Industry.

Examinations

The faculty member will award marks out of a maximum of 40 marks,(20 marks are for the internal performance of the Student and 20 Marks are for viva-voce.). The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Content:

- 1 Introduction to Computer Network (Concept Only) LAN, MAN, WAN, Concept of communication and Communication Media. Analog and Digital Signal and Communication.
- 2 Internet: Concepts and Services, Hardware and Software requirements, type of Internet connections, advantages and disadvantages of Internet, modems, World Wide Web, e- mail chat, browsers, search engines.
- 3 Internet and Extranet Their components and Application, BBS.
- 4 Information Technology: Introduction to IT and its development, Impact and Future of IT in Business Organisation, Overview of the following: 4 GL, Image processing, Virtual Reality, Video Conferencing, Decision Support System, Expert System, Artificial Intelligence, and Information Super Highways.
- 5 Telemedicine, Tele Surgery, and other IT application in Health Care.

Text Readings:

- Suresh K. Basandra, "Computers Today" Galgotia Publications Pvt. Ltd., New Delhi, 2001
- Christian Crumlish, "ABCs of the Internet" BPB Publications, New Delhi, 1998.
- Muneesh Kumar, "Business Information Systems" Vikas Publishing House Pvt. Ltd., New Delhi, 1999.
- S. Jaiswal, "Information Technology Today", Galgotia Publication Pvt. Ltd., New Delhi 2001.
- Alexis Leon & Mathews Leon, "Fundamentals of Information Technology", Vikas Publishing House Pvt. Ltd., New Delhi, 1999.
- Deepak Bharihoke, "Fundamentals of Information Technology", Excel Books, New Delhi, 2000.
- David Garrett et. Al. "Intranets Unleashed", Tech media, New Delhi 1998

IInd Semester

PREVENTIVE AND SOCIAL MEDICINE Credit 3

Course Objectives: The objectives of the course are to enable students to learn and appreciate the significance of preventive and social medicine, necessary for hospital administrators.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Content:

Evolution of Medicine, Community medicine and Public Health.

Levels of Prevention and Intervention..

Modes of Transmission of diseases - communicable diseases

Principles of Epidemiology

Waterborne Diseases. Typhoid, Cholera, , Amoebiasis.

Control and Prevention of water borne Diseases.

Droplet Infections (air borne) - Mode of spread and control.
Tuberculosis and National TB control Programme RNTCP
Viral diseases Chickenpox and Herpes zoster, Measles, Poliomyelitis ,Viral Hepatitis
Diseases Transmitted through vectors and their control Malaria and Modified Malaria control Programme.
Filaria and Filaria control Programme..
Diseases transmitted through contact.
Leprosy - Leprosy Eradication Programme.
Sexually transmitted diseases - Transmission and Control.
Syphilis, Gonorrhoea, LGV, Chancroid, Treatment and control.
AIDS, Hepatitis B, Trachoma
Nosocomial infections - hospital acquired infections.
Disposal of waste..
Non communicable Diseases Hypertension, Heart Disease, Diabetes mellitus, Cancer, Accidents
Family Welfare Services. Population Control, Reproductive & Child Health Program, ICDS concept and need
Misc. Tetanus

Text Reading:

K. Park, "Text Book of Preventive and Social Medicine", XVII th Edition.

IInd Semester

INTRODUCTION TO PATHOLOGY & MICROBIOLOGY Credit 3

Objective: The aim of the course is to enable students to have a good understanding of Pathology & Microbiology necessary for hospital administration.

The students at the end of the semester should be able to:

Acquire the necessary knowledge.

To appreciate the laboratory investigations to be done in a given simulated clinical problem.

Appreciate the underlying principles of pathology/microbiology involved in a laboratory investigation and its application to diagnosis of the disease in question. Identify abnormal from normal values of common investigations & appreciate the difference between laboratory investigations done for screening, definitive diagnosis and those done for monitoring the course of the disease.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Contents:

Inflammation acute & chronic

Neoplasia : aetiology, clinical types and clinical course of disease.

Haemo-stasis : Hemorrhage, shock & thrombosis .

Basics of Immune system and its role in aetiology and prevention of Disease.

Respiratory System:. Pulmonary tuberculosis and sputum examination. Carcinoma of lung.

Bronchial asthma

Diseases of GIT and Liver: Infectious hepatitis. Infectious diarrheas. ,Peptic Ulcer

Genito-urinary Tract: urinary tract infections; Nephritis, Renal failure

Pathology of venereal diseases , including AIDS.

Laboratory Investigations: Various profiles like Pyrexia, Lipid, Cardiac, Renal ,Hepatic ,Fertility, Obesity ,Cancers & hematological etc.

Principles of Blood Banking.

Pathology of some common diseases .Coronary Heart Disease, cerebro-vascular accidents, hypertension ..Diabetes mellitus

Microbiology & Parasitology :

Parasitology , with special emphasis on the prevailing parasitic diseases of India specially Plasmodium, Amoeba & Giardia, Ascaris, Enterobius, Taenia, Wuchereria , Dracunculus,Hydatid etc.

Morphology and Physiology of bacteria, fungi and viruses.

Introduction to microbes

Standard microbial laboratory processes and methods.

Major bacterial, fungal and viral diseases and their findings.

Drugs of Microbial origin.

Basic Immunology :- Immunity, Antigen, Antibodies, Immune Response, Immune-deficiency & hypersensitivity.

Recommended Books. 1. Basic Pathology Robin 5th ed. 1992 W.B. Saunders 2. Walter and Israel: General Pathology, 6th ed. Churchill and Livingstone.3. Hand book of resource material for II Prof. MBBS students of Pathology prepared by Dept. of Pathology MGM Medical College, Indore. 4. Hand book of laboratory Investigations.

Microbiology by Ananthnarayan

Parasitology by

IInd Semester

PHARMACOLOGY Credit 3

Objectives For proper selection of drugs, it is essential to have a basic knowledge about the disease and the drugs available for its treatment. The series of lectures will provide the student, basic knowledge about the drugs used for the treatment of various diseases, commonly encountered in clinical practice.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Contents:

The Lectures will include:

This knowledge is expected to prepare the student in such a way that he can participate in discussions involving choice of drugs formation of drug policy for hospitals, cost effective and cost benefit analysis

1) GENERAL PHARMACOLOGY

Drug-Definition, Sources, Nomenclature, Drug laws, sources of Drug information.
Dosage forms of drugs, Routes of drug administration.
Drug absorption, Distribution, Half life of drugs,
Bio-availability, Fixed dose combinations.
Drug poisoning and its management

2) AUTONOMIC NERVOUS SYSTEM

Cholinomimetic drugs, Sympathomimetic Drugs, Antimuscarinic agents, Sympathetic blocking drugs, neuromuscular blocking agents

3) CENTRAL NERVOUS SYSTEM

General anesthetics, Sedatives and Hypnotics, Antiepileptics, Analgesics- Narcotic and Nonsteroidal antiinflammatory agents.

4) GASTROINTESTINAL SYSTEM

Acid-Peptic diseases, Antiemetics, Purgatives, Drug Therapy of diarrhea.

5) RESPIRATORY SYSTEM

Drug therapy of cough, Bronchial asthma.

6) CARDIOVASCULAR SYSTEM AND BLOOD

Drug treatment of Angina pectoris, Hypertension, Shock., Anticoagulants, Thrombolytic agents, Fibrinolytic agents.

7) GENITO URINARY SYSTEM ---Diuretics, Drugs acting on Uterus

8) HORMONES -- Thyroid and Antithyroid drugs Corticosteroids , Antidiabetic drugs.

9) CHEMOTHERAPEUTIC AGENTS

general principles, Sulfonamides, Penicillins, Cephalosporins, Fluroquinolones, Macrolides, Chloramphenicol, Antifungal agents, Antiviral agents., anticancer drugs and immunosuppressives.

Text Reading : Essentials of Medical Pharamcology, K.D.Tripathi, Jaypee publish; Pharamcology and Pharamcotherapeutics R.S.Satoskar, S.D. Popular PrakasBhandarkar, S.S.Ainapure, Goodman and Gillman's pharmacology.

IIIrd Semester

INTRODUCTION TO ECONOMICS Credit 3

Course Objectives: The objectives of the course are to acquaint the students with the basic knowledge and develop awareness about Macro Economics and Economic Environment.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Content

Macro Economics -Theory of income and employment. Importance of Macro Economics, Utility and limitations of Macro Economics analysis. National Income Accounting, Method of computing National Income, Problems in computing National Income

Theory of employment - Classical theory of employment, Keynesian theory of employment, Determination of effective demand, Aggregate supply and demand price, Equilibrium level of consumption, Keynes law of consumption , Post Keynesian's development.

Investment - Meaning, types, Factors affecting Investment marginal efficiency of capital.

Business cycles - Meaning, Characteristics of trade cycles, Keynes theory

Monetary and fiscal policies : Monetary policy, Measures of money stock, Monetary policy of money supply, Instruments of monetary policy

Fiscal Policy: The union budget, State budget, Finances of the Union and State. Public spending in Health Sector.

Money and Banking : Money, its functions, Supply, Effect of changes in value of money, Banking - Indian commercial banking structure, Public Sector Banks-vis-a-vis Private Sector Banks, Reserve Bank of India- Role & Functions.

Text Readings:

1. M.L. Seth , "Macro Economics"
2. Davett, "Modern Economic Theories."
3. Macroeconomics by : M.C. Vaish, or H L Ahuja
4. Macroeconomics by : Dornbusch & Fishcher or Gregray Mankiv or Fred Gothiel

IIIrd Semester

INTRODUCTION TO ACCOUNTING-II Credit 3

(COST- ACCOUNTING)

III Semester

Objective: The aim of the course is to enable students to know and understand the various facets of accounting procedures and practices used in business management.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Contain :

Introduction to cost accounting: Purpose, Utility and interrelationship of Financial Accounting and Management Accounting with Cost Accounting .

Elements of Costs : Material, Labour and Overheads ; Fractions and Segment Classification of Cost; Direct and Indirect Cost Centers and Cost Units.

Various types of Costs: Product cost and period costs; Absorbed and Unabsorbed Costs; Expired and Unexpired Cost; Variable and fixed cost; Out of Pocket costs and Sunk Costs; Opportunity Cost and Liquidity Costs; Incremental, Marginal and Differential Costs.

Materials : Purchasing Procedure, Organisation Control and Records, Valuation of Inventory Control Over Materials, Inventory Control Techniques, Accounting for losses & Wastages Accounting for issue of Materials from stores.

Labour : Time keeping and Time Booking, Remuneration of Labour and Methods of Wage payments.

Overhead : Accounting and Control of Overhead, Classification and Absorption of Overheads.

Methods of Costing : Unit and Job costing and preparing Tenders; Contract Costing, Process Costing.

Text Reading

IIIrd Semester

INTRODUCTION TO MARKETING MANAGEMENT Credit 3

Course Objectives : The objectives of the course are to introduce and develop the basic principles of marketing management to the students of hospital administration.

Examinations : The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student

. The semester examination will be worth 60 marks. It will have two sections A and B. Section A, worth 45 marks will consist of five theory questions, out of which students will be required to attempt three questions. Section B will comprise one or more case (S) worth 15 marks..

Course Content :

1. Marketing-Conceptualizing task and Philosophies of Marketing Management. Marketing Systems and Marketing Environment.
2. Buyers' Behaviour - Importance of understanding consumer behaviour, Cultural influence, Influence of Social class, Buying behaviour, Decision making process in buying.
3. Marketing Influence System and Marketing Research - Planning and formulation of Research Projects, Investigation procedure, Basic methods of collecting data, Analysis and Evaluation of data, Marketing Segmentation and Targeting.
4. Marketing Mix - Conceptual understanding of Marketing Mix elements.
5. Product decision - Product Concept, Product Mix, New Product Develop and Product Life Cycle.
6. Pricing decision - Demand elasticity, Factors affecting pricing, Pricing approaches.
7. Channel decision and Physical distribution.
8. Promotion decision - Communication process, Promotion mix, Advertising, Sales Promotion, Personal Selling and Publicity.
9. Marketing of Services and Marketing for Non - profit organization

Text Reading: 1) Philip Kotler , "Principles of Marketing",
Prentice Hall India

IIIrd Semester
HUMAN RESOURCE MANAGEMENT Credit 3

Course Objectives: The course objectives are to help the students develop understanding of the dimensions of management of human resources, with particular reference to personnel management policies and practices in India. Efforts will also be directed towards developing their communication and decision making skills through case discussion, role playing and panel discussion.

Examinations : The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student

. The semester examination will be worth 60 marks. It will have two sections A and B. Section A, worth 45 marks will consist of five theory questions, out of which students will be required to attempt three questions. Section B will comprise one or more case (S) worth 15 marks.

Course Content:

Field of HRM : Concept, Traits ,Roles and Responsibilities of HR Manager.

Acquisition- Recruitment, Selection, Induction, Placement.

Development _ Training, Performance Appraisal.

Compensation – Wage and Salary Administration, Compensation.

Maintenance _ Grievance Handling, Discipline.

Separation – Turnover, layoff, Discharge , Retrenchment, VRS.

Future Trends in HRM.

Text Readings:

1. Edwin Flippo, “Principles of Personnel Management”, McGraw Hill International Book Company, New Delhi.
2. Arun Monappa and Mirza S.Saiyudhin, “Personnel Management”, Tata Mc Graw Hill, 1979.
- 3 R.D. Agarawal,” Dynamics of Personnel Management in India”, Book of Readings, Tata Mc Graw Hill, 1979.
- 4 Pigors and Myers et. al.,” Management of Human Resources” Book Company New Delhi.

IIIrd Semester

INTRODUCTION TO GYNAECOLOGY AND OBSTETRICS Credit 3

Course Objectives : The objectives of the course are to enable students to learn and to have a good understanding of Gynaecology and Obstetrics, as is necessary for Hospital Administrators.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Content

Principles of Obstetrics & Gynecology and care of the new born, maternal health and family planning :

- 1 Physiology of Reproductive System.
- 2 Menarche, Menstrual disorders, Menopause
- 3 DUB, Carcinoma of cervix , uterus, ovaries
- 4 Infertility and recent treatment modalities (AIH,AID),in-vitro fertilization
- 5 Physiological Changes during pregnancy
- 6 Ante Natal Care,Pre Natal care,
- 7 Normal labour, complications, Home delivery v/s Hospital delivery
- 8 Ante Partum Hemorrhage (APH).
- 9 Caesarian section with its indications
- 10 PPH, various perurperial problems
- 11 Post Natal care, postnatal vaccination.
- 12 Infant & maternal mortality in developing countries
- 13 MTP.
- 14 Family planning and contraception.
- 15 Reproductive and Child Health Care and Programme.

Text Readings:

- 1) Shaw ,”Text Book of Gynecology”,1999.
- 2) Z Rosenwaks , ”Gynecology Principles & Practices”,1990
- 3) Linda J.O’Connor &Rebecca, ”Obstratics & Gynecological care in Physical Therapy”,1990.
- 4) C S Dawn : Text book of Obstetrics

IIIrd Semester
INTRODUCTION TO SURGERY Credit 3

Course Objectives: The objectives of the course are to enable students to learn and develop better understanding of principles of surgery, as is necessary for hospital administrators.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Content:

Principles of surgery, including Orthopedics and Surgical diseases in infancy and childhood.

The procedure and precautions followed during an operation ,essentials of manpower, equipment & materials requirements before, during, and after surgery

Instruction in sterilization techniques , minor surgical procedures

Introduction to anesthesia

Diagnostics in Surgery.

Theoretical aspects of common operative techniques.

Endoscopes and Microsurgery .

Lectures on ophthalmology and ENT on relevant topics for Hospital Administration:

Catracts, Corneal Transplant, Myringotomy ,Tympanoplasty, Surgical treatment of complications of otitis media, Tonsillectomy , Carcinoma Larynx, Nasal polyp, Antral puncture, SMR, Septoplasty , ENT Endoscopy, Reconstrutive surgery

Post operative care, Surgical ICU

Cardiac interventions :Angioplasty, Balooning,Open Heart Surgery, **Neurosurgery**: Burr hole, Craniotomy,Spinal Surgery, Steriotaxy, Tumours, **Urosurgery**: Lithotrypsy, prostatic surgery, uro-endoscopic procedures.

Theoretical and aspects of

- Pre anesthetic check up-
- Pre-operative investigations :Blood examinations, Urine analysis, stools and sputum examination, Radiological examination etc.
- Pre-operative medication & preparation
- Operating Room Culture and procedure
- The surgical ward . .
- Infusions and transfusions.
- Vene- section.
- Tracheostomy
- Incision and drainage of abscesses, Dressings.
- Wound suturing and dressing – Suture Materials
- Vasectomy, & NSV.

Text Reading: Lovelock, 'Introduction To Surgery, Textbook of Surgery: Belly & Love

IIIrd Semester
Forensic Medicine and Toxicology Credit 3

Course Objectives: The objectives of the course are to enable students to learn and appreciate the significance of Forensic Medicine and Toxicology, necessary for hospital administrators.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Contents :

Forensic Medicine–

Legal procedure – Definition- Court and their Jurisdiction ,Inquest ,Summons, Certificate, Dying declaration ,Dying deposition.

Medical Ethics –Medical Etiquette, Disciplinary control, consent in Medical practice.

Medical negligence ,Duties of doctor and rights of doctor.

Post Mortem Examination.

Death in a medico legal aspect.

Death from Asphyxia.-Handing strangulation, suffocation ,Drowning.

Injuries from Burn and Scalds.

Sexual offence –Rape.

Abortion and Medical termination of Pregnancy.

Injuries –Abrasions, Bruises, Incisions, Stab injury, Gunshot injury, Laceration.

Identity – Dactylography (Finger print).

Infanticide.

Insanity and its Medicolegal Aspect. (Mc Naughten’s Rule).

Toxicology –

Corrosive Acid – Mineral Acid.

Metallic Poisoning – Arsenic ,Lead poisoning

Inebriant Cerebral Poisons.-Alcohol.

Somniferous Cerebral Poisons- Opium and its alkaloids.

Asphyxiants –Carbondioxide and Carbon monoxide .

Deliriant Cerebral Poisons.-Kennabis Indica (Bhang),Cocaine ,Bellodona.

Spinal Poisons –Nux Vomika.

Animal Poisons-Snake poison etc.

Inorganic Irritant Poisons –organphosphorus.

Cardiac Poisons –Tobacco ,Cyanide poisoning.

Text Reading:

Medical Jurisprudence & Toxicology by 1)Modi 2) C K Parikh

B.V Subramanyam, "Medical Jurisprudence and Toxicology", Butterworths India

IIIrd Semester
INTRODUCTION TO MEDICINE Credit 3

Objective: The aim of the course is to enable students to have an understanding of medicine as is necessary for a Hospital Administrator.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Contents:

History of medicine.

Principles of Medicine

Tropical Diseases and Current health problems in the country, with special reference to current trends in prevention & cure with emphasis on following diseases at least :

Malaria, amoebiasis, worms, filaria, dengue , chikungunya, herpes, chickenpox, measles, HIV-AIDS, cholera, typhoid,

Instructions in comprehensive medical care.

Correlation of medicine with applied anatomy and physiology, biochemistry, pathology and pharmacology;

To make the student well versed for understanding Etio-pathology & related aspects, Pathogenesis, Provisional Diagnosis, Related Investigations, Ruling out of suspected diseases, Management, Complications & sequelae and their Management, in various important diseases like:

Bronchial Asthma, COPD, Myocardial Infarction, Angina pectoris, RHD & Rheumatic fever, Cardiac arrest, Cardiac failure, Hypertension, Diabetes, Thyroid disorder, Cancers and palliation, Peptic ulcer, Hepatitis, Ulcerative colitis, IBS, Crohn's Colitis, CVA (stroke), meningitis & encephalitis, parkinsonism, alcoholism & drug addiction, de-addiction, Epilepsy, Migraine, Various nephropathies, Nephrotic syndrome, ARF & CRF, Dialysis, Concept of Brain Death

Medical rehabilitation

Instructions on routine procedures e.g. infusion, transfusion, paracentesis, tapping of effusion, CSF etc

General instructions in Pediatrics including social paediatrics

Books recommended:

Text book of Medicine by: Aspi .F. Golwalla

Davidson's Text book of Medicine

IVth Semester

BUSINESS ENVIRONMENT Credit 3

Objective: The aim of the course is to enable students to have a better understanding of social, political and legal environmental factors which influence business decisions in India.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Contents: Environment and its relevance to decision making. Micro Environmental, macro Environment, Environmental Changes, Environmental Analysis.

Consumer rights, Exploitation of consumer, Consumer protection, utility of consumerism, Consumer protection and consumerism in India. Marketing structure and competitive analysis.

Social Environment of Business and its impact on decision making.

Role of cultural factors in business decisions.

Political and legal factors affecting business.

Text Reading :

1. Indian Govt. and Politics : J.C. Jhory
2. Management Task Responsibilities and : Peter Drucker Practices.
3. Govt. and Business : A, Dasgupta and N.K. Sengupta.pm

IVth Semester

PURCHASING AND MATERIALS MANAGEMENT Credit 3

Objective: The aim of the course is to enable students to have a better understanding of management of purchase and materials in Hospital and Health Industry.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Contents :

2. **Materials Management:**
 - a. a) Objective of materials Management and importance of materials management. Integrated materials management. The Role of Materials and Purchase Management in Busienss.
 - b. B) Integrated Materials Management Concept, Need, Definition Scope and Advatages.
3. **Organization of Materials Function** – Organization struture, centralized Purchasing. Decentralization, Delegation of power, Maqterials and user department.
4. **Materials Planning and Budgeting:**
 - A a) Introduction to Planning, Advantages of Planning, definition of Planning and budgeting, Planning approaches for materials management.
 - B b) Materials Budgeting : Meaning, Factors Governing Materials Budget and Limitations of materials budgets.
5. **Materials Identification, Codification and standardization-**
 - a. Identification : Need and Impotence, Classification of Materials.
 - b. Codification of Materials: Codification System.
 - c. **Standardization** : Aims and Advantages, Standards Institutions.
6. Inventory Management and EOO- Objectives of inventory, inventory cost, inventory control techniques, evolution of Inventory Management.
 - a. A) Music- 3 D view of materials Management – Selective Control , ABC, XYZ, FSN Classification.
 - B Availability – SDE/ GOLF/ SOS, Criticality VED/RAM/ VEN, Analysis and Interpretation of Music 3D analysis.
- b. **EOQ Models :Deterministic & Stochastic.**
 - ii. General Economic Order Quantity (EOQ) Economic Batch Quantity (EBQ) (Single and Multi products (EOQ with shortages, EOQ with Discounts, Single Period Model, Peridic Model
7. Ordering Systems- Purchase Policy, cash Purchase, Tender system Rate and Running Contract, subcontracting, systems contract etc.
8. Purchasing Cvcle- Purchasing activities, indent status, chasing and follow-up Transportation, incoming inspection, Bill settlement, Documentation, Right Price.Right Time of Purchasing Right method of material handling, Right mode of material Transport, Right Quality Right, source and Right Buyers sellers Relations.

9. International Buying- Why imports, Import policy, classification of imports, objective of control, preliminary formalities, source selection, Licencing procedures, letter of credit, Documentation, bill of lading, custom clearance etc.
10. Negotiations- objective of Negotiation Process, price factor, other parameter, Strategy and Tactics, Qualities of Negotiator, Process and Guidelines for negotiation, negotiation techniques.
11. Vendor Rating- Relevance of good supplier, need for vendor evolution, goals of vendor rating, Advantages of vendor rating, parameters of vendor rating.
12. Financial Aspects in materials management- role of finance, interaction with materials holding and acquisition cost, settlements of bill, accounting audit in materials management.
13. Disposal of obsolete and scrap items- management of SOS, categorization of obsolete/surplus, reasons of obsolescence, control of obsolescence and scrap, responsibility for disposal, disposal methods.
14. Warehousing Management- objectives of stores, location and layout, preservation of items, Management of Receipts, issue control, store documentation.

Text Reading :

1. Donald W. Dobler, Lamer Lee Jr. and David N. Burt, " Purchasing and Materials Management" New Delhi, Tata MC Graw Hill 4th Ed., 1994.
2. M.M.Verma, " Materials Management", New Delhi, Sultan Chand and Sons, 3rd Ed. 1997.
3. Joseph G Monks, " Opreations Management", New Delhi, Tata MC Graw Hill 4th Ed., 1994. Suggested Readings :

1. P. Gopalkrishnan and M. Sundaresan, " Materials Management: Integrated Approach", New Delhi, Prentice Hall of India., 1996.
 2. Richar B.Chase and Nicholas J. Aquilano, "Production and Operations Management: Manufacturing and Services", Chieago: Irwin, 1996.
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IVth Semester

RESEARCH METHODOLOGY Credit 3

Objective: The Course is designed to equip the students with the concepts of research methodology applicable to business problem. The emphasis will be on the application of concepts and tools to various business situations.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Contains :

1. **Introduction to Research Methodology :** Meaning Objective, Motivation Types, approach Significance Methods and Methodology Scientific Method, Process, Criteria of Good research.
2. **Defining the Research Problem. :**
3. **Research Design.**
4. **Sampling Design.**
5. **Measurement and Scaling techniques.**
6. **Methods of Data collection.**
7. **Processing & analysis of Data**
8. **Sampling Fundamentals.**
9. **Concepts of testing of Hypothesis.**
10. **Chi square test.**
11. **Analysis of Variance & Covariance.**
12. **Non Parametric methods of Distribution free test in testing of Hypothesis.**
13. **Multivariate technique analysis.**
14. **Interpretation and report writing.**
15. **Role of computers in research.**

Text Readings :

1. C.R. Kothari, (Research Methodology),
2. D. N. Elhance, Fundamentals of Statistics, Kitab Mahal, Allahabad

IVth Semester

MANAGEMENT ACCOUNTING Credit 3

Course Objective

The objectives of this course are to help the students learn the concepts, tools and skills of Management Accounting, and its application in the efficient conduct of business.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks

INTRODUCTION

Meaning objectives nature and scope of management accounting role of management accountant- relationship between financial accounting, cost accounting and management accounting.

RATIO ANALYSIS

Meaning importance utility of ratios classification of ratios calculation of interpretation of ratios preparation of income statement and Balance Sheet with ratios.

FUNDS FLOW AND CASH FLOW ANALYSIS

Meaning concept of fund and funds flow statement uses and significance of funds flow statement procedure for preparing FFS schedule of changes in working capital statement of sources and application of funds Cash Flow analysis meaning and concept comparison between Funds Flow and Cash Flow statements uses and significance of CFS-preparation of Cash Flow statement as per Accounting Standards.

BUDGETARY CONTROL

Meaning & Concept of Budgets & Budgetary Control, Importance & Limitations, Types of Budgets, Preparations of various types of Budgets, viz: Cash Budget, Production Budget, Purchase Budget, Sales Budget, Fixed Vs. Flexible Budgeting, Zero Base Budgeting.

CVP ANALYSIS & PROFIT PLANNING

Concept of CVP analysis, Break Even analysis, Meaning & Concept, Graphical Presentation of BEP, Assumptions & Limitations of BEP Analysis, Numerical Problems.

STANDARD COSTING & VARIANCE ANALYSIS: CONCEPTUAL FRAMEWORK

Concept & utility of Standard Costing, Importance & Limitations of Standard Costing, Types of Variances & Concept of Variance Analysis, Calculation of Material & Labour Variances

IVth Semester

BIO-MEDICAL INSTRUMENTATION Credit 3

Objective: The objective of the course is to enable students to have a good understanding of Bio-medical Instrumentation as is necessary for a Hospital Administrator.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Contains :

Physiology of heart, heart as a pump. Various types of electrodes their construction, performance and applications

Physiological transducers.

Measurement & Analytical Techniques

Blood Flowmeters, blood pressure and cardiac output measurement. Measurement of heart sounds, Plethysmography, E.C.G.,E.M.G.,E.E.G. etc.

Biomedical Recorders

Signal conditioning and processing circuits for medical recording systems. Bedside monitor ECG machine and cardiscope.

Patient care and monitoring. Electrical safety of medical equipments.

Therapeutic Equipments :

Pacemakers- Theory and design aspects, Difibrillaters, Laser applications in biomedical field. Artificial kidney and dialyses X-ray machines and Computed Topography. Magnetic resonance and Ultrasonic imaging systems. Ultrasound in medicines. Introduction to Thermograph.

Advance microprocessor and pc-based biomedical instruments.

Biomedical telemetry.

Laser, Robotics, Telemedicine, Videoconferencing, Endoscopes Surgery & Microsurgery

Biomedical Equipment Requirement to Hospitals Equipment Selection & Maintenance., Maintenance Contracts and Software Model.

Reference Books :

1. L. Cromwell, F.J. Weibell and E.A.Pfeiffer:"Biomedical Instrumentation and Measurements" PHI
2. R.S. Khandpur: "Handbook of Biomedical Instrumentation" TMH

IVth Semester

NUTRITION & DIETETICS Credit 3

Objective: The objective of the course is to enable students to have a good understanding of Nutrition & Dietetics as is necessary for a Hospital Administrator.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Contains :

I. Health food & nutrition - An introduction.

- (a) The concept of health.
- (b) Definition of nutrition, nutrients, nutritional status and nutritional care.
- (c) Classification of nutrients.
- (d) Five major food groups, functions of food.
- (e) Meal planning.
- (f) Balanced diet.

II. The Nutrients-

- (a) Introduction, composition, properties, specific function sources, R.D.A of macro and micro nutrients.
(1) Proteins (2) Carbohydrates (3) Lipids (4) Minerals (5) Vitamin.
- (b) Water and electrolyte balance.

III.

- (a) Digestion, Absorption, Transport and utilization of nutrients in the body.
- (b) Energy metabolism: basal metabolic rate, factors affecting BMR.
- (c) Metabolism of carbohydrate, fats and proteins.

IV. Malnutrition and Deficiency diseases.

- (a) Malnutrition :- causes, hazards and symptoms of under nutrition.
- (b) Protein calorie malnutrition: marasmus and kwashiorkor.
- (c) Vitamin Deficiency:- vit. A,D, and deficiency of the B group.
- (d) Deficiency of iron - Anemias.

IV. DIETETICS

- (a) Therapeutic modification of the Normal diet :
- Purpose of modified diets.
- soft diet Liquid diet - clear fluid diet & Full fluid diet.
- (b) Diet in other diseased states :
 - (1) Over weight - Low calorie diets/Obesity
 - (2) Dietary consideration in Infections & Feves.
 - (3) Diet in diseases of stomach & G.I. Tract
- Peptic ulcer, diarrhoea, dysentery - Low Residue diet/High Fiber diet.
 - (4) Diet in disturbances of the Liver- high Protein/High carbohydrate / Fat restricted diet Diet in Diabetes Mellitus.
 - (5) Dietarymanagement of acute & chronicDiseases of the heart :- sodium and fat restricted diet.
 - (6) Diet in diseases of the kidney : controlled protein potassium, sodium diet.
 - (7) Nutrition in surgical conditions :- Tube feedings, high protein, high fat, Low CHO diet.

VI. Institutional Management

An introduction to food service system and their development Food service systems - Planning and operations :-

- Layout and equipments.
- Food acceptability and sensory evaluation.
- Menu planning.
- Food purchasing
- Quantity food production :-
- Management ii) Kitchen productions iii) Quantity control iv) Quality control
- Delivery and service of food in different systems.

- Receiving and store room management- Maintenance sanitation.
- Energy and time management.

IVth Semester

INTRODUCTION TO HEALTH ADMINISTRATION Credit 3

Objective: The objective of the course is to enable students to have a good understanding of Health Administration.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Contents :

- Meaning & Concept of Health, Disease , Care and Administration
- Various levels of prevention/care & cure, levels of management
- Health administration in India;
- Organization of health services at Centre, State & District level
- General introduction to organisation of health care delivery system in India.
- Various committees for recommendations on health care;
- National Health Programs in details
- Population demography & its medical significance
- Reasons for increasing Need and demand for medical care and Need/Demand assessment
- Factors determining Availability and Cost of medical care steps/techniques to reduce the cost of medical care.
- Urban medical care system in metropolitan cities.
- Rural medical care including the role of State, NGO's, Private medical practitioners and community at large
- Organization and administration of better medical car
- Information Education & Communication (IEC)
- Inter sectoral Co-ordination
- Healthcare resource planning and allocation
- Significance of Materials Management in Healthcare.
- Alternative systems of health care :-General introduction and their role in overall healthcare system, Yoga Therapy & its Global relevance.
- Rehabilitation
- WHO and other International Health Agencies.
- Immunization, International recommendations for immigrant's vaccination
- Quarantine and Isolation.

Suggested text :

K Park Park's Text Book of Preventive and Social Medicine.

B.K. Mahajan Text Book of Preventive and Social Medicine.

WHO Publications on International Vaccination.

IVth Semester

INTRODUCTION TO HOSPITAL ADMINISTRATION Credit 3

Objective: The objective of the course is to enable students to have a good understanding of Hospital Administration.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Introduction to the hospital field.

- Definitions -- hospital and medical care, types, control.
- Functions-- medical care, prevention, professional education and research.
- Role of hospital in health spectrum.

Hospital of India-to-day. Classification & Accreditation

- Number ; type ; size ; distribution; ownership; utilization; ratios; trends ; problems.

Hospital administration

- Principles
- Responsibilities, Roles & Functions of Hospital Administrator, Expected qualities of a good Hospital Administrator

Organization of Hospital.

The governing authority; the administrator; business aspects; clinical aspects; channels of authority and communication.

Importance of qualified v/s non qualified, Medical v/s non Medical Hospital Administrator

Problems of hospital administration and their expected solutions.

Management of different clinical , para clinical , and support service departments in Hospitals

Hospital hazards

Administration of Government (Rural , District & Municipal Hospital) v/s Private Hospitals

Administration of a teaching hospital.

Administration of a corporate hospital.

Administration of a voluntary hospital.

Recent trends in hospital administration.

Hospital utilization and its evaluation

Public Health Education in Hospitals – Patient Education through I.T.(CAPE)

Public Relations in Hospitals

Quality Management in Hospitals-Certification & Accreditation

TQM in Hospitals

Management of Medical Records Department (manual & computerized)

Management of Hospital Information System (Manual,Online & Offline)

Hospital Audits, Financial Audit, Clinical Audit, Tissue Audit

Nosocomial Infection

Management of Biomedical Waste in Hospitals (Law & the Reality)

Role of Administration in Education and Research

Recent trends in hospital administration

Recommended Text : B.M.Sakharkar “Principles of Hospital Administration and Planning , Kunders : Hospital planning & hospital Management

Vth Semester

HOSPITAL PLANNING-I Credit 3

Objective: The aim of the course is to enable students to have a better understanding of various planning systems in the hospitals.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Contains :

Planning as a management function. Steps of planning.
Hospital Planning : Meaning & scope
Concept of building a Hospital,
Availability of Finance & land
Feasibility Studies catchment area and demand analysis
Guiding principles in planning Hospital facilities & services
Planning of type, size and facilities for Hospital
Operational plan and functional plan
Facility Master Plan
Design (Internal & External Aspects)
Planning of Equipment
Organizational plan
Administrative Services including Executive suit, Professional service unit, financial management unit, HIS, Nursing service administration unit, HRM unit, P R Deptt., Marketing Basics for requirements for Clinical Service Departments. and Ancillary departments
OPD, Emergency, Lab., Radiology, Nuclear Medicine, Surgical, Labour room & delivery room, Physical Medicine & rehabilitation, Occupational & recreational therapy. Speech & hearing, Pulmonary unit, CATH lab, Nursing Unit (pediatric, obstetrics & Gyaec, Psychiatric, Isolation, ICU, ICCU and Nursery), Admission Department, MRD, CSSD, Materials Management, Food Service, Landry, Repair Maintance & Engineering , Air conditioning, Medical Gases, Communication, BMW Management.

Recommended Text : Text Books on Hospital Planning and Management by :
Mc Caullay, Kunders, Tabish, Shakti Singh

Vth Semester

ORGANIZATIONS BEHAVIOUR Credit 3

Course Objectives: The objectives of this course are to help students to learn and understand human Behaviour in organizations so that they improve their managerial effectiveness.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. It will have two sections A and B Section A, worth 45 marks will consist of five theory questions, out of which students will be required to attempt three questions. Section-B will comprise one or more case (s) worth 15 marks.

Course Contents:

Course Content:

Determinants of Individual Behaviour:

(a)Personality, (b)Perception, (c)Attitudes, (d)Learning, (e)Motivation

Individual's Role and Status, Frustration and reactions to Frustration. Group Decision Making, Managing Stress at Work. Power and Politics

Foundations of Individual and Organizational Behaviour: OB Models, Personality—Determinants and Attributes, Values, Job Attitudes, Learning and Learning Theories, Perception- Factors affecting Perception and Cognitive Dissonance theory.

Motivation: Needs, Contents and Processes; Maslow's Hierarchy of Needs, Herzberg's Two Factor theory, ERG theory, Vroom's Expectancy theory, Reinforcement theory and Behaviour Modification.

Foundations of Group Behaviour: Defining and Classifying Groups, Group Structure and Processes, Process of Group formation, Group Decision Making, Group v/s Team, Team Effectiveness, and Decision Making.

Leadership: Trait theories, Behavioral theories-- Ohio State Studies, Michigan Studies, and Managerial Grid. Contingency theories-- Fiedler's Model, Hersey and Blanchard's Situational theory, Leader-Member Exchange theory, Path Goal theory, Charismatic Leadership.

Conflict: Intra-individual Conflict, Interpersonal Conflict, Intergroup Conflict, Organizational Conflict, Transitions in Conflict Thought, Functional versus Dysfunctional Conflict, Conflict Process, Conflict Management Techniques.

Organizational Change and Stress Management: Forces of Change, Resistance to

Change, and Lewin's Three-Step Model, Stress Management—Potential Sources, Consequences and Coping Strategies for Stress.

Organizational Culture: Definition, Uniform Cultures, Relevance of Culture,

Creating and Sustaining Culture, How Employees Learn Culture.

Text Readings:

1. Stephen P. Robbins, "Organizational Behaviour: Concepts, Controversies, and Applications", New Delhi, Prentice Hall, 9th Ed., 2000.
2. Fred Luthans, "Organizational Behaviour", New York, McGraw Hill, 8th Edn., 1998.
3. Bill Scott, "The Skills of Communications", Jaico Publications, Bombay 1995.
4. John W. Newstrom and Keith Davis, "Organizational Behaviour: Human Behaviour at Work" New Delhi, Tata McGraw Hill, 1993.

Suggested Reading

1. Upinder Dhar and Santosh Dhar, "Case Method in Management Education: Text and Illustrations", Excel, New Delhi, 2002.

Vth Semester
FINANCIAL MANAGEMENT- I Credit 3

Course Objective

The objectives of this course are to help the students learn the concepts, tools and skills of Financial Management and its application in the efficient conduct of business.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks

UNIT 1

Financial Management finance function aims of finance function financial management goals of financial management financial decisions Relationship of Finance with other disciplines viz. Economics, Accounting & others. Scope of Financial Management and Organization of finance Function.

UNIT 2

Time Value of Money: Introduction, Future Value of a Single Cash Flow, Multiple Flows and Annuity. Present value of a Single Cash Flow, Multiple Flows and Annuity.

UNIT 3

LEVERAGE ANALYSIS: Introduction, Operating, Financial and Combined Leverage, Relationship of Leverage with Capital Structure, EBIT EBT EPS analysis, leverage problems.

UNIT 4

CURRENT ASSETS MANAGEMENT- WORKING CAPITAL MANAGEMENT: meaning, concept, types, need and importance of a working capital, determinants of working capital requirement, Operating cycle approach to working capital, Computation of Working Capital. Financing Current Assets; behaviour of current assets and pattern of financing.

UNIT 5

CURRENT ASSETS MANAGEMENT- MANAGEMENT OF CASH: Introduction, Motives for holding cash, Objectives of Cash Management, cash forecasting and preparing cash budgets, Cash Management Techniques

UNIT 6

CURRENT ASSETS MANAGEMENT- RECEIVABLES MANAGEMENT: Introduction & Objectives, Cost & Benefits of maintaining receivables, credit policy variables (credit standards, credit Analysis), Credit Terms, Collection Policies

UNIT 7

CURRENT ASSETS MANAGEMENT- INVENTORY MANAGEMENT Introduction, Objectives, Cost & Benefits associated with Inventory, nature of inventory and its role in working capital, Importance of Inventory Management, inventory management techniques

Text Readings

1. M.Y.Khan & P.K.Jain, "**Financial Management**", Delhi: Tata Mc Graw Hill, 4TH Edition 2000.
2. I.M.Pandey, "**Financial Management**", New Delhi: Vikas Publication House, 8th Ed., 2001.
3. R.P.Rustogi, "**Financial Management**", Galgotia Publication, Reprint 2000.

Suggested Readings

1. Prasanna Chandra, "**Financial Management**", New Delhi: Tata Mc Graw Hill, 1993
2. S.C.Kuchhal, "**Financial Management**", Allahabad: Chatanya Pub. House, 1995
4. V. K. Bhalla, "**Working Capital Management**", 2nd Ed.1998, Anmol Publication, New Delhi, 1998.
5. R.P.Rastogi, "**Graded Problems and Solutions in Financial Management**", Galgotia Publication, New Delhi, 5th Edition 2000.

Vth Semester

QUANTITATIVE TECHNIQUES Credit 3

Course Objectives : The objectives of the course are to enable students to have a good understanding of quantitative techniques and to develop capability in them to use these techniques for solving the problem faced by Hospital Administrators.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Course Content:

1. **Quantitative Technique** : An Introduction.
2. **Linear Programming** : Meaning of Linear programming, General Mathematical Formulation of LPP, Graphical Analysis, Simplex Method, Big-M Method, Duality and Post Optimality Analysis ,Advantage and limitations of LPP.
3. **Transportation Model**-Mathematical formulations, initial basic feasible solutions , Vogel's approximation method, Optimization (Minimization and Maximization) using Modified Distribution Method and Stepping Stone Method. Degeneracy. TP as Linear Programme.
4. **Assignment Problem** : Assignment Model as a particular case of transportation model ,formulation of assignment problems ,solution of assignment problems using Hungarian Method (Minimization and Maximization ,Route Allocation).
5. **Waiting Line Models** – Introduction, Scope in Management Decisions, Queuing Models - M/M/1 (Infinite and Finite Population),Probability calculations and application of M/M/C (Infinite Population).
6. **Network Scheduling by CPM/PERT**.-Introduction to Network ,PERT ,CPM ,Basic Steps in PERT/CPM techniques,Network diagram representation , determination of Critical Path ,Project Crashing and Economics of Crashing ,Application of PERT/CPM techniques .
7. **Inventory Control Models** :EOQ, Purchasing Model with Price Breaks, Manufacturing Models, Multi Item Models, Stochastic Models

Text Readings:-

- 1) U.K .Shrivastav , G.V.Shenoy ,S.C.Sharma , “Quantitative Techniques for Managerial Decisions”,New DelhI. Sultan Chand Publications,2000.
- 2) N.D.Vohra.”Quantitative Techniques for Managerial Decisions”.New Delhi: Wiley Eastern Ltd;1994
- 3) S.D.Sharma.”Operations Research”,Meerut Kedar Nath Ram Nath and Co,20002.

Vth Semester

SYSTEM ANALYSIS AND DESIGN *Credit 3*

Course Objective

The objective of this course is to help students to understand the basics of Information Systems, and issues related to Design and Development of Information Systems.

Examination

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the student. The semester examination carrying 60 marks. Students will be required to attempt any 5 questions out of 7.

Course Content

1. Introduction to Information Systems: Definition, Information Systems and Society, Information Systems and Organization, Technological Versus Behavioural Aspects, A Framework for Managerial End Users, System Concepts, A Business as a System, Information Processing Concepts, Information Systems Concepts.
2. System Concepts and The Information Systems Environment: The Systems Concept: Definition, Characteristics of a System, Central Objective, Elements of a System, Types of Systems, The Systems Development Life Cycle: The SDLC – Recognition of Need, Feasibility Study, Analysis, Design, Implementation, and Considerations for Candidate Systems and The Role of System Analyst.
3. System Analysis: System Planning and Initial Investigation, Information Gathering, The Tools of Structured Analysis - DFDs, Data dictionary, Decision Trees, and Decision Tables, Feasibility Study, and Cost/Benefit Analysis.
4. System Design: The Process Stage of Systems Design, Input / Output and Form Design, File Organization and Data Base Design, Programme Design, Design of Online Dialogue, Data Models, IPO, and HIPO.

Text Reading

1. James A. O'Brien, "**Management Information Systems**", Galgotia Publications Pvt. Ltd., New Delhi, 1996
2. Elias M. Awad, "**System Analysis and Design**", Galgotia Publishing Pvt. Ltd., New Delhi, 2001

Suggested Readings

1. James A Senn, "**Analysis and Design of Information Systems**", McGraw-Hill Publishing Company, New Delhi, 1998
2. Muneesh Kumar, "**Business Information Systems**", Vikas Publishing House Pvt. Ltd., New Delhi, 1999
3. Kenneth C. Laudon & Jane P. Laudon, "**Management Information Systems**", Prentice Hall of India Pvt. Ltd., New Delhi, 2000

Vth Semester

MARKETING OF HOSPITAL SERVICES Credit 3

Course Objectives: The objectives of this course are to help students to learn and to acquaint themselves with all the facets of Marketing of Hospital Services.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. It will have two sections A and B Section A, worth 45 marks will consist of five theory questions, out of which students will be required to attempt three questions. Section-B will comprise one or more case (s) worth 15 marks.

Course Content:

Marketing of Hospital Services: A conceptual framework.

Services Marketing: Basic issues

.
Designing service Strategy

.
Marketing of Health Services: The Indian scene

.
Marketing of various health services like; Family welfare, Integrated child development programmes, Awareness programmes.

Marketing of Hospital Services: Basic issues; designing basic strategies for Speciality services; Speciality and Super speciality hospitals.

Marketing of other services like :

- a. Financial services-Branding and Advertising-consumer banking.
- b. Educational and Professional services-marketing of Educational and Professional Educational services;
- c. Professional support services-Event marketing, Specialty advertising support services etc.
- d. Marketing of Logistics and Public utilities.

Text Readings

- 1) Lovelock ,”Services Marketing”, BPB.
Ravishankar ,”Service Marketing”.

Vth Semester

EPIDEMIOLOGY Credit 3

Objectives: The objective of the course are to help the students gain and understanding of the events & problems which occur in day to day working of healthcare organisations. Student is expected to develop a diagnostic and problem solving approach. It will help the students to sharpen his comprehension, analytical, descriptive and international skills.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Evolution Of Medicine, Community Medicine And Public Health.

Environment - Physical, (Mental) And Its Role In Health / Disease.

Levels Of Prevention And Intervention

Principles Of Epidemiology.

Types Of Epidemiology And Epidemiological Studies.

Disease - Causation, Multiple Cause Theory, Progress Of Disease Process.

Modes Of Transmission Of Diseases- Communicable Diseases.

Epidemiology Of Communicable Diseases.

Waterborne Diseases. Typhoid, Cholera

Viral Hepatitis - All Types, Poliomyelitis, Amoebiasis

Control And Prevention Of Water Borne Diseases

Investigation And Control Of Diarrhoeal Diseases In Children

Droplet Infections (Air Borne) - Mode Of Spread And Control

Tuberculosis And National Tb Control Programme

Measles And German Measles, Mumps

Chickenpox And Herpes Zoster, Influenza, Diphtheria

Diseases Transited Through Vectors And Their Control

Malaria And Modified Malaria Control Programme

Filaria And Filaria Control Programme

Arboviral Diseases - Yellow Fever And Dengue, K.F.D.

Plague And Control Of Plague

Diseases Transited Through Ticks / Housefly / Bugs.

Diseases Transited Through Contact

Leprosy - Leprosy Eradication Programme

Sexually Transmitted Diseases - Transmission And Control

Syphilis, Gonorrhoea, Lgv, Chancroid, Treatment And Control

Aids, Tetanus, Trachoma

Nosocomial Infections - Hospital Acquired Infections

Infection Through Food/Fish/Milk And It's Control

Health Education Concepts In Nutrition

Occupational Health And E.S.I.S.

Rehabilitation

RECOMMENDED TEXT: K. Park text book of PSM.

Vth Semester

MEDICAL LAWS AND MEDICAL ETHICS Credit 3

Course Objective: The aim of the course is to enable students to have an understanding of all those laws which are applicable on health care delivery systems and hospital and a good understanding of medical ethics.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Medical Ethics :

Hippocratic Oath of medical practitioners, Patient's Bill of Rights, Hospital responsibilities, Managerial Ethics, Hospital Administrator's position, role & responsibility, including problems faced therein, regarding ethics & law.

Applicability of Law in Hospital setups : viz :-

Related to statutory & government obligations, Related to Clients, Related to Human Resource & Manpower

LAW IN MEDICAL PRACTICE

General Provision governing acts of Health care providers

Act not intended to cause death. Done by consent in good faith for person's benefit, "Good Faith", Accident in doing a lawful act, Consent known to be given under fear or misconception, Act done in good faith for benefit of a person without consent,

Provision governing non-therapeutic acts

Act not intended and not known to be likely to cause death or grievous hurt, done by consent, Grievous hurt

Negligence.

Act endangering life or personal Safety of others.

Causing hurt by act endangering life or personal safety of others.

Causing grievous hurt by act endangering life or personal safety of

others. Causing death by negligence.

Negligent act likely to spread infection of disease dangerous

to life, Negligent act likely to spread infection of disease dangerous to life.

Malignant act likely to spread infection of disease

dangerous to life. Confidentiality as ethics

Confidentiality as legal duty

Protection of life and personal liberty, Indian Evidence Act. Sec.-126 Professional communications

Tort reforms

Negligent act likely to spread infection of disease

dangerous to life. Malignant act likely to spread infection of

disease dangerous to life. Criminal negligence and IPC

304-A.

Indian Medical Council

Act. Consumer protections

Act Drugs and Cosmetic

Act

Medical Termination of

Pregnancy Act Transplantation

Human Organs Act Atomic

Energy Act

Indian Medical Degrees Act

Epidemic Diseases Act

Biomedical Waste Management Rules

Drugs and Magic Remedies (Objectionable Advertisement Act).

Dangerous Machines Act

Insecticides Act-1968

Artificial insemination – AID, AIH, IVF, Surrogate

Motherhood Regulation of Blood & Blood products

HIV-AIDS and related Law

Rights of the Unborn and PNDT (prenatal diagnostic testing) act

Vlth Semester

RELATIONAL DATABASE MANAGEMENT SYSTEM

Course Objective

The objective of this course is to help students to understand the basics of Relational Database Management System, and back-end Tool using ORACLE and their use in organization and processing complex business information.

Examination

The faculty member will award marks out of a maximum of 40 marks.(20 marks are for the internal performance of the student .and 20 marks for viva voce) The semester examination carrying 60 marks Students will be required to attempt any 5 questions out of 7.All questions carry equal marks.

Course Contents

1. Database Management Systems: Data, Database, Database Management Systems, Types of Database Management Systems – Relational, Hierarchical, Network, and Object oriented database management systems, Entity Relationship Model (E-R Model) Normalization Theory, Codd's Rules for RDBMS.
2. Relational Database Management Systems: Concepts of RDBMS, Components of RDBMS, Introduction to SQL, Data Definition language, Data Manipulation Language, Query Language, Data Control Language, Cartesian Product and Joins, Use of Union, Intersection, Minus, SQL operators and functions, SQL select statement and type of queries, In, Exists, Group by Having and Like clause in SQL, View, Sequence and synonyms SQLPLUS, creating reports using SQLPLUS.
3. SQL/PLSQL: Introduction to PL/SQL, The PL/SQL block constructs, using variables and SQL statement in the PL/SQL block, PL/SQL constructs like If..Else..Endif, Loop..Endloop, while loop etc. working master detail relationship, writing triggers informs and creating list of values with cursors, creating and using stored functions, procedures and packages.

Text Readings

1. Alexis Leon & Methews Leon, "Database Management Systems", Vikas Publication, New Delhi, 2002
2. Rob Coronel "Database Systems & Design, Implementation & Management " , Thomson Learning , Banglore.Abrahan Sliberschatz, Henery F. Korth, S. Sundershan, "Database System Concepts", Mc Graw Hill Inc., New York, 1997

Suggested Readings

1. Bipin C. Desai, "An Introduction to Database Systems", Golgotha Publications Pvt. Ltd., New Delhi, 2001

Vlth Semester

INDIAN ETHOS IN MANAGEMENT

Course Objective: The objective of the course is to acquaint the students with Indian Ethos and its relevance to managerial decision making.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks.

Indian Ethos: Concept, Culture and Management. Is Management Culture Bound? (A discussion)

The Sources of Indian Ethos in Management: Vedas, Upanishads, Puranas, Shastras, Shrutis and Smritis.

Value for Indian Managers: Values & Skills, Value System, Values & Purity of Mind, Indian Values & Wisdom relevant to modern management.

Ethico - Moral Management: Ethics and Morals and Intellect of Emotions?, Science & Technology Vs. Ethics & Morals, Vedantic Ethics & Back to roots.

Work Ethics & Ethics in & Work: Life Goals or Purusharthas, Gunas & Avagunas, Karma and Yoga, Sanity in over heated Organisations.

The Indian Heritage & Productivity: Philosophical aspects of Productivity, Essence of the Indian heritage, Energy Processing and the Manager - Sadhak, India's Non centralized culture, and the Productivity Ethics.

Text Readings:

1. Chakraborty, SK; "Ethics in Management Vedantic Perspective", Oxford University Press, New Delhi, 1995.
2. Chakraborty, S.K.; "Management by Values - Towards Cultural Congruence", Oxford University Press, 1991.
3. Chakraborty, S.K.; "Management Transformation by Values - A Corporate Pilgrimage", Sage Publication, 1993.
4. Jitatanand, Swami; "Indian Ethos in Management".
5. For Unit-3, please refer Chapter-1 of "Management by Values-Towards Cultural Congruence" by S.K. Chakraborty.
6. For Unit-4, please refer Chapter-2 of "Management by Values-Towards Cultural Congruence" by S.K. Chakraborty.
7. For Unit-5, please refer:
 - (a) Chapter-9 of "Ethics in Management-Vedantic Perspective" by S.K. Chakraborty.
 - (b) Chapter-4 of "Managerial Effectiveness and Quality of Work-life-Indian Insight" by S.K. Chakraborty.

Vlth Semester

FINANCIAL MANAGEMENT- II Credit 3

Course Objective

The objectives of this course are to help the students learn the concepts, tools and skills of Financial Management and its application in the efficient conduct of business.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks

UNIT 1 CONCEPT & MEASUREMENT OF COST OF CAPITAL

Introduction, Concept, Definition & Importance, Assumptions, Cost Of Debt, Cost Of Preference, Cost Of Equity, Weighted Average Cost Of Capital.

UNIT 2: CAPITAL STRUCTURE COST OF CAPITAL & VALUATION

Introduction, Concept & Definitions, Capital Structure Theories- assumptions, Valuation of Firms- NI Approach & NOI Approach, Optimum Capital Structure, MM Approach- Basic Propositions, Assumptions & Limitations, Designing Capital Structure- EBIT- EPS Analysis.

UNIT 3: CAPITAL BUDGETING

Introduction, Importance, Difficulties and kinds of CB Decisions, Basic Data Requirements- Identifying relevant cash flows, Basic Principles in estimating cost and benefits of investments. Appraisal Criteria's; DCF and Non DCF Methods for Evaluating Projects, Evaluating Mutually Exclusive and Independent Proposals. Evaluating projects with unequal life.

UNIT 4 DIVIDEND POLICY DECISIONS:

Dividend & valuation- an introduction, Irrelevance of Dividends- MM Hypothesis, Relevance of Dividends- Walter's Model & Gordon's Model.

UNIT 5 DETERMINANTS OF DIVIDEND POLICY

Introduction & Rationale, factors determining Dividend Policy, Cash Dividend Vs. Stock Dividend, Legal, Procedural & Tax Aspects

UNIT 6 RECENT ISSUES IN FINANCIAL MANAGEMENT

Text Readings

6. M.Y.Khan & P.K.Jain, "**Financial Management**", Delhi: Tata Mc Graw Hill, 4TH Edition 2000.
7. I.M.Pandey, "**Financial Management**", New Delhi: Vikas Publication House, 8th Ed., 2001.
8. R.P.Rustogi, "**Financial Management**", Galgotia Publication, Reprint 2000.

Suggested Readings

1. Prasanna Chandra, "**Financial Management**", New Delhi: Tata Mc Graw Hill, 1993
2. S.C.Kuchhal, "**Financial Management**", Allahabad: Chatanya Pub. House, 1995
3. James C . Van Horne, "**Financial Management and Policy**", PHI Publication.9th Edition, 1996.
9. V. K. Bhalla, "**Working Capital Management**", 2nd Ed.1998, Anmol Publication, New Delhi, 1998.
10. R.P.Rastogi, "**Graded Problems and Solutions in Financial Management**", Galgotia Publication, New Delhi, 5th Edition 2000.

Vith Semester

RECENT TRENDS IN HEALTH CARE Credit 3

Course Objective: The objective of the course is to acquaint the students with changing scenes of health and disease, the latest diagnostic and therapeutic approaches and emerging issues at National & International levels.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks

Course Content :

Changing patterns of Diet & Nutrition,
Changing patterns of Life Styles and their effects on Health,
Changing concepts of Quality of Life,
Changing socio economic standards,
Changing pattern of Health & Disease
Newly emerging diseases & Stress related disease pattern
Shift from curative, to Health promotion & disease prevention
Role of Doctor and medical personnel as a community advisor
Advanced Scientific methods in Pathology, Microbiology, Biochemistry, Histopathology, Serology, Immunology, Blood Bank etc.
Advanced Scientific methods in Radiology, Radio diagnosis & Radiotherapy
Advanced Scientific methods in Medical and Surgical Diagnosis and Treatment
Computerized organ functions, Blood gases, Multi para monitoring, Ventilators, Defibrillators, Pace makers, Various Endoscopies, Endoscopic diagnosis , biopsies & Endoscopic surgeries etc.
Laparoscopic & Minimal Invasion Surgery
Uro dynamic studies, flowmetry, Uro endoscopic procedures, Lithotripsy
Haemo and Peritoneal Dialysis.
Various advanced Neurodiagnostic procedures , methods of treatment including Steriotaxy
Cardiac procedures like Angiography , Angioplasty, medicated stents, routes for stenting , CABG ,Micro vascular techniques, closed cardiac procedures, Heart –lung machine
Microscopic surgery in ophthalmology , ENT
Phaco emulsification in ophthalmology
Use of C-arm, Illizarov, and other modern techniques in Orthopaedics
Lasers in Diagnosis and Treatment. CO₂ and Yag Lasers.
Use of Lasers in ophthalmology, dermatology, Robotic surgery
Infertility diagnostics, Artificial Insemination, AID, AIH, IVF, Sperm bank , Surrogate motherhood
Plastic surgery
Organ Transplant : Kidney, Cornea, Liver , Heart , others
Stem cells and their importance . Need for stem cell banks
Nanotechnology

Medical Tourism :

Video conferencing : Concept, material requirements at provider's end, Mediator, User's end, process, advantages , disadvantages

Online view and interference of interventional and surgical procedures

Tele Medicine : Concept, prerequisites, material requirements at provider's end, Mediator, User's end, process, advantages , disadvantages

Health Insurance and TPA

Globalization and its effects on Indian Healthcare Industry and Healthcare all over the Globe

Vlth Semester

MANAGEMENT OF QUALITY Credit 3

Objectives: The objective of the course are to help the students gain and understanding of the events & problems which occur in day to day working of healthcare organisations. Student is expected to develop a diagnostic and problem solving approach. It will help the students to sharpen his comprehension, analytical, descriptive and international skills.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. The Students are required to attempt 5 Question out of 7 Questions. All Questions carry equal Marks

Basic Concept, Definition, Terminology of Quality Management

Quality Policy and Objectives.

Organisation for Quality, Quality Circles.

Economics of Quality.

Quality Assurance, Zero Defect Concept.

Quality Specifications.

Statistical Aids in Limits and Tolerances.

Inspection.

Manufacturing Planning for Quality.

Sampling Plans for Attributes and Variables and Various Control Charts.

Total Quality Control

ISO (International Organization for Standardization) – QMS – ISO 9001:2000, JCI Standards for Healthcare & Hospitals, NABH (National Accreditation Board of Hospitals.)

TEXT RECOMMEDATION:

D.D. Sharma, text book of Quality Management.

Vlth Semester

Human Resource Development Credit 3

Course Objectives

The objectives of this course are to help the student gain an understanding of the need and methods of HRD, and insights in the design, development and delivery of HRD Programmes.

Examinations

The faculty member will award marks out of a maximum of 40 marks for the internal performance of the Student. The semester examination will be worth 60 marks. It will have two sections A and B Section A, worth 45 marks will consist of five theory questions, out of which students will be required to attempt three questions. Section-B will comprise one or more case (s) worth 15 marks.

Course Contents

1. Human Resource Development: Concept and Historical Perspective, Elements of Good HRD, HRD and Organizational Effectiveness.
2. HRD Mechanisms I: Training- Training Policy, Assessing Training and Development Needs, Design of Training Systems, Implementation and Evaluations of Training System, Employee Counseling, Performance Appraisal-Different Methods and their impact on Employees Effectiveness.
3. HRD Mechanisms II: Career Planning and Development, Succession Planning, Potential Appraisal, Coaching – The Skills of Coaching, coaching and performance management, Mentoring- Selection of Mentor, Mentoring Methods and their Benefits.
4. Behavioral Tools: FIRO-B, Johari Window, Transactional Analysis.
5. Formulation and Implementation of HRD Strategies, Creating a World Class Organization.
6. The Benefits and Cost of H.R.D: the cost and benefit of training, Models of cost benefit analysis of training, HR Accounting.
7. Future of Human Resource Development: Economic, Political, Sociological and Organizational Factors

8. Text Readings

1. Jerry W. Gilley and Steven A. England, “**Principles of Human Resource Development**”, U.S.A, Addison-Wesley, 1989.
2. T.V. Rao, “**HRD Audit**”, New Delhi, Sage Publications, 1999.

Suggested Readings

1. Satish Pai, Ravishanker, Upinder Dhar and B. Pattanayak (Eds), “**HRD Skills for Organizational Excellence**”.

Mumbai, Himalaya 1999.

2. Ashok Chanda and Shilpa Kabra “**Human Resource Strategies-Architecture for Change**” New Delhi, Response Books, 2000

VIth Semester

Research Project and Project Viva Credit 3

Total 100 Marks

Project

Student will have to select any one option out of following

A. Vocational training on hospital industry.

B. Industry analysis-study on hospital and health

