PART - A

1. Describe the communication process, apply it to a doctor-patient situation and identify points of distortion. How could these distortions be avoided? Make specific reference to principles of communication in your answer.

PART - B

2. Identify and describe the typical weakness that are observed in Performance Management in a hospital.

Refer to a particular category of employees in your answer and illustrate the design of an effective performance appraisal process that addresses the identified weaknesses.

PART - C

3. 3.1. Taking the case of a regional hospital, define the key components of a Quality Management System that you would put in place.

3.2. How will you measure the delivery of Service Quality?
PART - D

4. Low staff motivation has been identified as the chief reason for the poor performance of a hospital’s Administrative Unit.

4.1. What are the possible reasons for the low level of motivation, and how will you diagnose these reasons?

4.2. What steps will you take to raise the level of motivation of the Unit? Outline the design of a particular scheme for this purpose.

PART - E

5. 

5.1. What are the bottlenecks that you can identify in the decision-making process in a hospital unit, and what are their key implications?

5.2. How should a decision-making process be designed to make it more effective and efficient?

PART – F

6. Illustrate with the use of a diagram, the sequential activities in the medical system’s delivery process.

6.1. Identify those activities that have to be carried out parallel and sequentially.

6.2. What are the critical activities?

6.3. Indicate measures of efficiency and effectiveness of the critical activities.
PART - A

1. Outline the essential steps of the research process, and clarify how scientific objectivity is ensured at each of the steps. Illustrate with suitable examples.

PART – B

2. Illustrate with an example how factor analysis is used in medical research. Explain using the same example, how factor analysis is applies to understanding interdependence among variables.

PART – C

3. Describe the concerns of demographic research and epidemiological research designs. What sampling techniques would you use in each case of design and justify their selection.
PART – D

4. Develop a conceptual framework to study health care services delivery of a hospital.

4.1. Clearly identify and define the different types of variables and classify them for the research purpose.

4.2. Derive a set of hypotheses and state the null-hypotheses.

4.3. Show what empirical evidence you will need to test each of the hypotheses.

PART – E

5. Define and describe the usefulness of four of the following in research methods

5.1. Content validity

5.2. Construct validity

5.3. Concurrent validity

5.4. Convergent validity

5.5. Discriminant validity

5.6. Predictive validity

5.7. Face validity

PART – F

6. Discuss the ethical guidelines for researchers conducting studies involving patients as subject. What are some examples of scientific misconduct in medical research?