

PROGRAMME PROJECT REPORT

P.G.DIPLOMA

IN

HOSPITAL ADMINISTRATION



**DIRECTORATE OF DISTANCE EDUCATION
ALAGAPPA UNIVERSITY
KARAIKUDI – 630 003**

PROGRAMME PROJECT REPORT

P.G.DIPLOMA IN HOSPITAL ADMINISTRATION

a) PROGRAMME MISSION AND OBJECTIVES

Business Studies have fascinated humans for two reasons, namely generating interest and augmenting essentials of running a firm effectively. That is why their study is enchanting and glorifying. The primary objective of this programme is to provide ample exposure to subjects from the fields of business legacy and accountancy, equip the Students for entry level jobs in industry and to contribute to the economic development of the country.

b) RELEVANCE OF THE PROGRAMME WITH HEI'S MISSION AND GOALS:

The Alagappa University is functioning with following Vision and Mission:

Mission: Achieving Excellence in all spheres of Education, with particular emphasis on 'PEARL'- Pedagogy, Extension, Administration, Research and Learning

Vision: Affording High Quality Higher Education to the learners so that they are transformed into intellectually competent human resources that will help in the uplift of the nation to Educational, Social, Technological, Environmental and Economic Magnificence.

Therefore, the introduction of P.G.DIPLOMA IN HOSPITAL ADMINISTRATION programme in the Directorate of Distance Education will contribute substantially in fulfilling the mission of Alagappa University. Such a higher education in subject with appropriate Practical Exposer will enrich the human resources for the uplift of the Nation to Educational, Social, Technological, Environmental and Economic Magnificence (ESTEEM).

c) NATURE OF PROSPECTIVE TARGET GROUP OF LEARNERS

- Working Professionals
- Entrepreneurs
- Service Personnel
- Academic Faculty
- Government Officials
- Researchers
- Home makers
- Unemployed Graduates

d) APPROPRIATENESS OF PROGRAMME

To attain Leadership in spearheading qualitative and responsible academic programs relevant to the society through cost effective off-campus distance mode of education. Knowledge and understanding, skills, qualities and other attributes in the following areas:

- The fundamental concepts of Management
- The higher-level taxonomy and diversity of Business Studies.
- How principles of Business can be applied to problems
- Intern ship training in Industry
- Undertake Inter tasks and techniques.
- Inter-disciplinary knowledge like statistics, Mathematics, Computer and E-Banking.
- Using the SPSS package for the analysis of data
- It also improves the Intellectual skills of the students.
- In nutshell, these skills will improve the performance of the students' parameters.

E)INSTRUCTIONAL DESIGN
P.G.DIPLOMA IN HOSPITAL ADMINISTRATION

Subj. Code	Title	CIA Max.	ESE Max.	TOT Max.	C
I Semester					
41811	Management principles and practices	25	75	100	4
41812	Hospital Administration	25	75	100	4
41813	Managerial Economics	25	75	100	4
41814	Business Environment	25	75	100	4
Total		100	300	400	16
II Semester					
41821	Health Policy	25	75	100	4
41822	Health Care System	25	75	100	4
41823	Hospital Support Services	25	75	100	4
41824	Human Resource Management In Hospitals	25	75	100	4
Total		100	300	400	16
Grand Total				800	32

Course Code Legend:

4	1	8	Y	Z
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418- PGD PMIR Programme
 Y -Semester Number
 Z- Course Number in the Semester

CIA: Continuous Internal Assessment, ESE: End Semester Examination, TOT: Total, C: Credit Points, Max.: Maximum

No. of Credits per Course (Theory) - 4	Total No. of Credits per Semester- 16
	Total Credits for the Programme- 16 X 2 = 32

41811- MANAGEMENT PRINCIPLES AND PRACTICES

Objectives:

- To introduce the basic concepts of Management functions and principles
- To learn the scientific decision making and modern trend in the management process
- To understand the contemporary practices and issues in management

BLOCK I: BASIC CONCEPTS OF MANAGEMENT

- UNIT 1 Management: Definition – Nature, Scope and Functions – Evolution of Management – Management thought in modern trend – Patterns of the management analysis – Management Vs. Administration - Management and Society: The external Environment, Social Responsibility and Ethics.
- UNIT 2 Management Science and Theories : Contributions of FW Taylor, Henri Fayol, Elton Mayo, Roethlisberger, H.A.Simon and P.F Drucker - Universality of Management - Relevance of management to different types of organization.
- UNIT 3 Planning: Nature and Purpose – Principles and planning premises – Components of planning as Vision, Mission, Objectives, Managing By Objective (MBO) Strategies, Types and Policies -Planning and Decision Making: Planning process.
- UNIT 4 Decision making: Meanings and Types – Decision-making Process under Conditions of Certainty and Uncertainty – Rational Decision Making Strategies, Procedures, Methods, Rules, Projects and Budgets.

BLOCK II: RECRUITMENT AND SELECTION

- UNIT 5 Organizing: Nature, Importance, Principles, purpose and Scope - Organizing functions of management – Classifications of organization – Principles and theories of organization – Effective Organizing – Organizational Culture and Global Organizing.
- UNIT 6 Organizational Structure – Departmentalization – Span of control – Line and staff functions – Formal and Informal Groups in Organizations - Authority and responsibility - Centralization and decentralization – Delegation of authority – Committees – Informal organization.
- UNIT 7 Staffing: General Principles of Staffing- Importance, techniques, Staff authority and Empowerment in the organization – Selection and Recruitment - Orientation - Career Development - Career stages – Training – Performance Appraisal.
- UNIT 8 Creativity and Innovation – Motivation - Meaning – Importance – Human factors of Motivation – Motivation Theories: Maslow, Herzberg, Mc Gregor (X&Y), Ouchi (Z) ,Vroom, Porter-Lawler, McClelland and Adam – Physiological and psychological aspects of motivation .

BLOCK III: FUNCTIONS OF MANAGEMENT

- UNIT 9 Directing : Meaning, Purpose, and Scope in the organization – Leadership: Meaning, Leadership styles, Leadership theories: Trait, Contingency, Situation, Path-Goal, Tactical, Transactional, Transformational and Grid. Leaders: Type, Nature, Significance and Functions, Barriers, Politics and Ethics. Leader Vs. Manager.
- UNIT 10 Communications: Meaning – Types – Process – Communication in the decision making – Global Leading - Effective communication in the levels of management. – Uses of Communication to Planning, Organizing, coordinating and controlling.
- UNIT 11 Co-ordination: Concept; Meaning, Characteristics, Importance in the organization, Co-ordination process and principles - Techniques of Effective co-ordination in the organization - Understanding and managing the group process.

BLOCK IV: BUSINESS ETHICS WITH NEW PERSPECTIVES IN MANAGEMENT

- UNIT 12 Business ethics: Relevance of values in Management; Holistic approach for managers indecision-making; Ethical Management: Role of organizational culture in ethics – Ethics Committee in the organization.
- UNIT 13 Controlling: Objectives and Process of control Devices of control – Integrated control – Special control techniques- Contemporary - Perspectives in Device of Controls
- UNIT 14 New Perspectives in Management - Strategic alliances – Core competence – Business process reengineering – Total quality management – Six Sigma- Benchmarking- Balanced Score-card.

REFERENCES

1. Stoner, et-al, Management, Prentice Hall, 1989.
2. Koontz and O'Donnell, Management: A Systems Approach, McGraw Hill, 1990
3. **Weihrich and Koontz**, Management: A Global Perspective, McGraw Hill, 1988
4. Peter F. Drucker, Management, 2008.
5. Gene Burton and Manab Thakur, Management Today: Principles and Practice, Tata McGraw Hill.
6. Ricky W. Griffin, Management, South-Western College Publications, 2010
7. Stephen P. Robbins and Mary Coulter, Management, 9th Edition, 2006.

8. Kaplan and Norton, *The Strategy-Focused Organization: How Balanced Scorecard Companies Thrive in the New Business Environment*, HBP, 2000.

41812 - HOSPITAL ADMINISTRATION

Objective:

- To help the learners to understand about Hospital Administration
- To know about employee welfare and Human Resource Information System.

BLOCK I: BASICS OF HOSPITAL ADMINISTRATION

- UNIT 1: Introduction to Hospital Administration: Definition – Objectives and functions
Meaning- Importance – Implication – Need–Types- Scope, Features Management of change
- UNIT 2 Role and structure of Human Resource Function in organizations- Challenges in Hospital Administration
- UNIT 3 Approaches to Hospital Administration Meaning- Importance – Implication – Need–Types- Scope, Features Management of change
- UNIT 4 Human Resource Planning: Personnel Policy - Characteristics Meaning- Importance – Implication – Need–Types- Scope, Features Management of change

BLOCK II: HR PLANNING AND DEVELOPMENT

- UNIT 5 HR Planning: Need, Scope and Process – Job analysis – Job description – Job specification- Succession Planning.
- UNIT 6 Recruitment and Selection Process: Sources of recruitment- internal Vs. External; Domestic Vs. Global sources- Selection process
- UNIT 7 Placement and Induction – Training and Development: Need Assessment- Training methods for Operatives and Supervisors
- UNIT 8 Executive development: Need and Programs. Meaning- Importance – Implication – Need–Types- Scope, Features Management of change

BLOCK III: EMPLOYEE RETENTION AND ATTRITION

- UNIT 9 Employee Compensation and Retention: Wages and Salary Administration – Bonus – Incentives – Fringe Benefits – Flexi systems
- UNIT 10 Sweat Equity- Job evaluation systems –Promotion – Demotions – Transfers- Labour Attrition: Causes and Consequences

UNIT 11 Employee Retention: Need and Programs. Meaning- Importance – Implication – Need–Types- Scope, Features Management of change

BLOCK IV: HUMAN RESOURCE INFORMATION SYSTEM

UNIT 12 Employee Welfare, Separation: Welfare and safety – Accident prevention – Employee Grievances and their Redressal – Industrial Relations

UNIT 13 Trade Unions - Multiplicity of Trade Unions – Workers Participation in Management- Separation: Need and Methods.

UNIT 14 Human Resource Information System- Personnel Records/ Reports- e-Record on Employees – Personnel research and personnel audit – Objectives – Scope and importance.

REFERENCES

1. Mathis and Jackson, Hospital Administration, South-Western College, 2004.
2. Nkomo, Fottler and McAfee, Hospital Administration, South-Western College, 2007.
3. R. Wayne Mondy, Hospital Administration, Prentice Hall, 2011.
4. Venkataraman & Srivastava, Personnel Management & Human Resources
5. Arun Monappa, Industrial Relations
6. Yodder & Standohar, Personnel Management & Industrial Relations
7. Edwin B. Flippo, Personnel Management, McGraw-Hill, 1984
8. Pigors and Myers, Personnel Administration
9. R.S. Dwivedi, Manpower Management
10. Lynton & Pareek, Training and Development

41813 - MANAGERIAL ECONOMICS

Objectives:

- To understand the economic principles and its applications in business
- To develop economics based analytic skills for business
- To make the learners to strong in economical approach

BLOCK I: BASICS OF MANGERIAL ECONOMICS

UNIT 1 Economics: Introduction – Meaning, nature and scope of Managerial Economics – General Foundations of managerial Economics – Economic Approach – Working of Economic system - Circular flow activities - Economics & Business Decisions - Relationship between Economic theory and Managerial Economics.

UNIT 2 Business Decisions: Role of managerial Economics in Decision making – Decision making under Risk and Uncertainty - Concepts of Opportunity cost, - Production possibility curve – Incremental Concepts - Cardinal and Ordinal approaches to consumer Behaviour Time Value of Money –

UNIT 3 Consumer Behaviour: Marginalism – Equilibrium and Equi-marginalism and their role in business decision making. – Equi-Marginal principles – Utility analysis – Total and Marginal Utility – Law of diminishing marginal utility – Marshallian approach and Indifference curve analysis.

UNIT 4 Demand analysis: Meaning, Functions - Determinants of demand-Law of Demand – Demand Estimation and Forecasting - Applications of demand in analysis - Elasticity of Demand: Types, Measures and Role in Business Decisions.

BLOCK II: DEMAND AND SUPPLY MANGEMENT

UNIT 5 Supply Analysis: Determinants of supply- Elasticity of Supply- Measures and Significance - Derivations of market demand – Demand Estimation and Fore casting- Demand and Supply equilibrium – Giffen Paradox

UNIT 6 Production Functions: Managerial uses of production function - Cobb-Douglas and other production functions - Isoquants – Short run and long run production function – Theory of production – Empirical estimations of production functions.

UNIT 7 Forms of Markets: Meaning and Characteristics - Market Equilibrium: Practical Importance, Market Equilibrium and Changes in Market Equilibrium. Pricing Functions: Market Structures - Pricing and output decisions under different competitive conditions: Monopoly Monopolistic completion and Oligopoly

UNIT 8 Strategic Behaviour of the firms and Game Theory - Nash Equilibrium: Implications – Prisoner’s Dilemma: Types of strategy – Price and Non price competition – Relation to the firm behaviour.

BLOCK III: COST AND BREAK FROM POINTS

UNIT 9 Cost and Return: Cost function and cost output relationship – Economics and Diseconomies of scale - Cost control and cost reduction- Cost Behaviour and Business Decision- Relevant costs for decision-making- Traditional and Modern theory of Cost.

UNIT 10 New Product Penetrative Decision and Skimming the cream Pricing- Government control over pricing - Concept of Profit- Types and Theories of Profit by Knight (Uncertainty), Schumpeter (Innovation), Clark (Dynamic) and Hawley (Risk) - Profit maximization – Cost volume profit analysis – Risk and Return Relationship.

UNIT 11 Profit and Investment Analysis: Meaning – Measurement of profit – Theories of Pricing- Profit planning and forecasting- Profit and Wealth maximization – Cost volume profit analysis – Investment analysis and Evaluation: IRR, NPV and APV techniques.

BLOCK IV: MACRO ECONOMICS AND REGULATIONS

UNIT 12 Macro-economic Factors: Nature, Importance ; Economic Growth and Development - Business cycle – Phases and Business Decision- Inflation - Factors causing Inflation and Deflation - Control measures – Balance of payment Trend and its implications in managerial decision.

UNIT 13 National Income: Introduction Meaning – Theories – Methods of Measurement - Sectoral and Population distributions – Per capita Income: Definition – Calculations – Uses – Limitations – GDP – GNP - Recent developments in Indian Economy.

UNIT 14 Economic Regulations of Business: Introduction – Antitrust theory and Regulations – The structure – Conduct – Performance paradigm – Concentration: Overview – Measuring concentration – Regulation of Externalities.

REFERENCES

1. Dominick Salvatore, Managerial Economics in a Global Economy, Oxford University Press, 2011.
2. Ivan Png and Dale Lehman, Managerial Economics, Wiley-Blackwell, 2007.

3. Truett Lila J., Truett, Dale B. and Truett J. Lila (2006), Managerial Economics: Analysis Problems, Cases, 8th Edition, John Wiley & Sons.
4. Atmanand (2008), Managerial Economics, 2nd Edition, Excel Books.
5. Christopher R Thomas & S Charles Maurice (2008), Managerial Economics, 9th edition, McGraw Hill Co.
6. Petersen, H. C., Cris, L W and Jain, S.K. (2008), Managerial Economics, 1st edition Pearson
7. Gupta G S, Managerial Economics, Tata McGraw-Hill.
8. Varshney and Maheswari, Managerial Economics, Sultan Chand and Sons.
9. Mehta P L, Managerial Economics, Sultan Chand and Sons.
10. Joel Dean, Managerial Economics, Prentice-Hall.

41814 - BUSINESS ENVIRONMENT

Objectives:

- To understand the concepts and constituents of Business environment
- To know the environmental issues in the business context
- To analyze the changes in the global environmental relating to business

BLOCK I: BASICS OF BUSINESS ENVIRONMENT

- UNIT 1** Business Environment: Introduction: Concepts – Significance - Dynamic factors of environment – Importance of scanning the environment – Macro and Micro Environment – Micro and Macro Economics to the business – Constituents of Business environment
- UNIT 2** Fundamental issues captured in PESTLE– Political, Economic, Socio-cultural, Technological, Legal and Ecological environment- Opportunities and Threats as environmental issues to address by Businesses.
- UNIT 3** Political Environment: Government and Business – Political Systems, Political Stability and Political Maturity as conditions of business growth - Role of Government in Business: Entrepreneurial, Catalytic, Competitive, Supportive, Regulative and Control functions
- UNIT 4** Government and Economic planning: Industrial policies and promotion schemes – Government policy and SSI – Interface between Government and public sector - Guidelines to the Industries – Industrial Development strategies; salient features, Role of public and private sectors, Comparative cost dynamics.

BLOCK II: ECONOMIC AND INTERNAL ENVIRONMENT

- UNIT 5** Economic Environment: Phase of Economic Development and its impact- GDP Trend and distribution and Business Opportunities – capacity utilisation – Regional disparities and evaluation - Global Trade and investment environment.
- UNIT 6** Financial System and Business capital: Monetary and Fiscal policies - Financial Market structure – Money and Capital markets – Stock Exchanges and Its

regulations – Industrial Finance - Types, Risk - Cost-Role of Banks; Industrial Financial Institutions - Role of Management Institutions

- UNIT 7 Role of Central Bank- Fiscal System: Government Budget and Taxation Measures- Fiscal Deficits and Inflation- FDI and collaboration –Foreign Capital tapping by businesses- Export-Import policy – Foreign Exchange and Business Development.
- UNIT 8 Labour Environment: Labour Legislation – Labour and social securities – Industrial Relations – Trade Unions – Workers participation in management – Exit Policy – Quality Circles.

BLOCK III: SOCIAL AND TECHNOLOGICAL ENVIRONMENT

- UNIT 9 Social and Technological Environment: Societal Structure and Features- Entrepreneurial Society and its implications for business – Social and cultural factors and their implications for business- Technology Development Phase in the Economy as conditioner of Business Opportunities
- UNIT 10 Technology Environment: Technology Policy- Technology Trade and transfer- Technology Trends in India- Role of Information Technology – Clean Technology. – Time lag in technology – Appropriate technology and Technology adoption- Impact of technology on globalization.
- UNIT 11 Legal and Ecological Environment: Legal Environment as the all-enveloping factor from inception, location, incorporation, conduct, expansion and closure of businesses – IDRA and Industrial licensing – Public, Private, Joint and Cooperative Sectors.

BLOCK IV: NEW ECONOMIC POLICY AND LEGAL ENVIRONMENT

- UNIT 12 Legal Aspects of Entering Primary and Secondary Capital Markets- Law on Patents- Law on Consumer Protection- Law on Environmental Protection- Need for Clean energy and Reduction of Carbon footprint.
- UNIT 13 New Economic Policy Environment in India: Liberalization, Privatization and Globalization (LPG): Efficiency Drive through Competition- Facets of Liberalization and impact on business growth
- UNIT 14 Aspects of Privatization and impact on business development– Globalization and Enhanced Opportunities and Threats – Extended competition in Input and Output Markets Role of WTO, IMF and World Bank in global economic development.

REFERENCES

1. Brooks, Weatherston, Wilkinson, International Business Environment, Pearson, 2010.
2. Steiner & Steiner, Business, Government and Society: A Managerial Perspective, McGraw-Hill, 2008.
3. Mohinder Kumar Sharma, Business Environment in India, South Asia Books.
4. Adhikary M, Economic Environment of Business, Sultan Chand & Sons.
5. Amarchand D, Government and Business, TMH.
6. Francis Cherunilam, Business Environment and Development, Himalaya Publishing House, 2008.
7. Maheswari& Gupta, Government, Business and Society.

41821 - HEALTH POLICY

Objective:

- To Understand the concept and implications of Health policy
- Implementing Health Policy and it's important to the Society

BLOCK I: BASICS OF HEALTH POLICY

- UNIT 1 Demography Trends: World population trends
- UNIT 2 India n population trends – Demographic structure and health implications.
- UNIT 3 Health Policy: Meaning – Need – National health policy
- UNIT 4 Features – National health programmes in India – Health planning

BLOCK II: HEALTH PLAN AND FEATURES

- UNIT 5 Planning under Five Year Plans – Plan outlays.
- UNIT 6 Indian Council for child welfare – Tuberculosis Association of India – PAI – Rock feller Foundation – Ford Foundation – CARE
- UNIT 7 International organisations – WHO – UNICEF – UNDP.
- UNIT 8 Health Economics: Role of economics in health sector – Linkages between health and development

BLOCK III: MEDICAL ETHICS

UNIT 9 Nature of demand and supply in health economics – Input and output in health economics – Issues in economics of health.

UNIT 10 Medical Establishment-Professional Negligence - Errors and Commission - Insurance policy.

UNIT 11 Medical Ethics - Doctor Patient Relationship.

BLOCK IV: LEGAL REQUIREMENTS OF LICENCES

UNIT 12 Preventive steps for Doctors - Hospitals to avoid Litigation- Consent form, Life support, Dying Declaration, Death Certificate, High Risk, Post Modem

UNIT 13 Illustrative cases of Medical Negligence in India- Surgery, OBST/GYNAEC Medicine, Paediatrics-other Disciplines/Anaesthesia

UNIT 14 Legal Requirements of Licences - Certificates for a Hospital.

REFERENCE BOOKS:

- 1 Park K, Text Book on Hygiene and Preventive Medicine, Banarsidas, Bhanoy.
- 2 Francis CM & Mario Ode Sonza, Hospital Administration, Jaypee Bros, New Delhi.
- 3 Study material on Hospital Administration-Vol.II, Health Care Systems in India.
- 4 Study Material-Vol.III, Health and Family Welfare Management.
- 5 Medical Negligence & Compensation – By Jagdish Singh – Bharat Law, Jaipur.

41822 - HEALTH CARE SYSTEM

Objectives:

- To give an exposure of Health care system to the students
- To familiarize students with the various components are health care systems

BLOCK I: BASICS OF HEALTH CARE SYSTEM

UNIT 1 Health Care: Concept of health care – Levels

UNIT 2 Health care system in India – Structure of Government Machinery

UNIT 3 Private, Government, Corporate Hospitals.

UNIT 4 Organisations for Health: Voluntary health agencies in India – Indian Red cross Society

BLOCK II: PRIMARY HEALTH CARE

UNIT 5 Primary Health care – Components-Principles of primary health care –A new course of Action for Health-Implications of the primary Health care Approach – Distribution of Primary Health care centres

UNIT 6 Hospitals Vs Primary care : A false Antithesis, the need for hospital Involvement –role and functions of the hospital at the first Referral level, Issues in role of Hospital in primary health care.

UNIT 7 Natural history of disease ,Epidemiological Triad – levels of prevention /Intervention ,Risk approach in Health care – Measurement

UNIT 8 Occupational Health -Definition and scope of occupational health – health problems due to Industrialization.

BLOCK III: HOLISTIC APPROACH TO HEALTH

UNIT 9 Occupational Hazards –Physical Hazards ,chemicalhazards, Biological hazards, Psycho-social Hazards, Prevention and Control Hazards.

UNIT 10 Evolution of Health Care delivery system- brief history of evolution-salient features of various committees – Changing trends in evolution of health care delivery system

UNIT 11 Holistic Approach to health –Evolution of medicine- Ayurveda, yoga, Naturopathy, Sidda Vaidya system, Unani medicine, Homeopathy, Traditional Chinese medicine, Acupuncture, Reiki

BLOCK IV: COST BENEFIT ANALYSIS

UNIT 12 Education system, medical and paramedical education ,post-graduate specialization ,primary health care, secondary and tertiary health care ,Logistics of training, Economics of Holistic medicine.

UNIT 13 Organisational Structure of health care system at district level, functions of District health office

UNIT 14 Cost-Benefit Analysis: Cost-benefit analysis in health care services.

REFERENCE BOOKS:

- 1 Hospital Administration by DC Joshi and Mamta Joshi – JAYPEEDIGITAL

- 2 Francis CM & Mario Ode Souza, Hospital Administration, Jaypee Bros, New Delhi.
- 3 Study material on Hospital Administration-Vol.II, Health Care Systems in India.
- 4 Study Material-Vol.III, Health and Family Welfare Management.
- 5 Hospital Administration and Management A Comprehensive Guide : Gupta Joydeep Das by JAYPEEDIGITAL

41823 - HOSPITAL SUPPORT SERVICES

Objective:

- Familiarizing students with various support services available for Health care
- Laboratories and its other allied activities which help the hospital perform better

BLOCK I: BASICS OF HOSPITAL SUPPORT SERVICES

UNIT 1 Principles and methods of organizing

UNIT 2 Clinical and support services for hospitals

UNIT 3 Role of supportive services/ departments in the hospital management

UNIT 4 Nursing Care and Ward Management – Meaning

BLOCK II: LABORATORIES AND RULES

UNIT 5 Importance – Duties and responsibilities – Documentation and records

- UNIT 6 Emergency Services: Ambulance service – First aid measures.
- UNIT 7 Meaning-Importance - various services relate to Emergency
- UNIT 8 Laboratories for Investigation: Laboratory rules – Conduct – Housekeeping
General rules of safety

BLOCK III: LAUNDARY AND LINEN SERVICES

- UNIT 9 Safety in the laboratory – Blood bank management
- UNIT 10 Linen and Laundry: Meaning – Importance – Type of service
- UNIT 11 Laundry arrangements – Washing materials – Washing arrangements

BLOCK IV: GENERAL KITCHEN EQUIPMENT STORE

- UNIT 12 Dietary Services and Hospital Diets: Important and function
- UNIT 13 Equipment – Store – Day store – Visual arrangements
- UNIT 14 General kitchen – Special diet kitchen – Food distribution

REFERENCE BOOKS:

1. Llewellyn Davies R, & Macaulay H.M.C, Hospital Planning and Administration, Monograph series, Geneva , W.H.O, Jaypee Brothers.
2. Park K, Text Book on Hygiene and Preventive medicine, Banarsidas Bhanot.
3. Francis CM & Mario C de. Souza, Hospital Administration, 3rd ed., Jaypee Brothers, N. Delhi.
4. George, MA, The Hospital Administrator, Jaypee Brothers, N.Delhi, 2003.
5. Hospital Medical International Pvt. Ltd., Hospital Administration, Office Journal of I.H.A
6. Kusum Samant, Hospital Ward Management, Vora Medical Publications, Mumbai.

41824 - HUMAN RESOURCE MANAGEMENT IN HOSPITALS

Objective:

- Human Resource and its implications to Hospital management
- Organizational culture in Hospital Environment

BLOCK I: BASICS OF HUMAN RESOURCE MANAGEMENT IN HOSPITALS

- UNIT 1 Human Resource Management: Definition – Nature and scope – Objectives
Functions

UNIT 2 Role of HRM in hospitals - Human Resource Planning: Nature and scope
Objectives – Need and importance

UNIT 3 Human Resource planning process –Job analysis – Job description – Job
specification.

UNIT 4 Recruitment and Selection of Employees: Recruitment policy
Sources, methods

BLOCK II: SELECTION AND TRAINING

UNIT 5 Selection Process: Tests, Interviews, Kinds – Placement – Induction.

UNIT 6 Training of Employees: Training needs – Identification

UNIT 7 Training methods and evaluation of training – Promotions – Policy – Transfers
Types – Dismissals.

UNIT 8 Wage and Salary Administration: Meaning – Purpose – Developing wage and
salary structure

BLOCK III: ORGANISATIONAL BEHAVIOUR AND ABILITY

UNIT 9 Job evaluation – Working conditions – Safety – Welfare – Employees’ health
services.

UNIT 10 Organisational Behaviour: Individual Behaviour – Personality – Learning –
Attitudes – Perception – Motivation

UNIT 11 Ability – The irrelevance to organisational behaviour in hospital management –
Group Behaviour – Group dynamics

BLOCK IV: NATURE OF CHANGE RESISTANCE

UNIT 12 Group norms – Group cohesiveness – Their relevance to organisational
behaviour.

UNIT 13 Organisational culture – Meaning, significance – Organisational climate –
Implications on organisational behaviour – Organisational Change

UNIT 14 Need and nature – Causes of change – Resistance to change – Management of
change in hospitals.

REFERENCE BOOKS:

1. Goel R.C, HRM in Hospitals, Prentice Hall of India.

2. Venkataraman C.S & Srivastava B.K, Personnel Management and Human Resources, Tata McGraw Hill, 1991.
3. ArunMonappa, Industrial Relations, Tata McGraw Hill, 1987.
4. Dale Yodder& Paul D Standohar, Personnel Management and Industrial Relations, Sterling Publishers, 1990.
5. Freud Luthans, Organisational Behaviour, McGraw Hill Book Co. 1995.
6. Keith Davis, Human Behaviour at Work, McGraw Hill Book Co. 1991.
7. Gregory Moorehead and R.S. Griffin, Organisational Behaviour: Manging People and Organisations, Jaico, 1994.

3.DURATION OF THE PROGRAMME

The course shall consist of one academic year divided into two semesters.

4.Faculty and Support Staff Requirements

This programme requires the following faculty and supporting staffs

Staff Category	Required
Core Faculty *	3
Faculty – Specialization*	2
Clerical Assistant	1

*At least Assistant Professor Level (Either permanent or part time)

1. Instructional Delivery Mechanism

Each semester there will be one contact programme of 64 hours duration in theory. The SLM (Self Learning Material) will be supplied to the students in print form as well as in CD form. The face to face contact sessions of the programme for theory courses will be held at the head quarter / learning centres. The conduct of end semester examinations, evaluation and issuance of certificates will be done by office of the Controller of examinations, Alagappa University, Karaikudi.

F) PROCEDURE FOR ADMISSION, CURRICULUM TRANSACTION, ANDEVALUATION

Eligibility

A candidate who has passed any Bachelor Degree from a recognized University in the Pattern of 10+2+3 shall be permitted to appear and qualify for the programme.

Curriculum Transactions:

The class room teaching would be through conventional lecture, use of OHP, power point presentation and novel innovative teaching ideas like television and computer aided instruction. Student seminars would be arranged to improve their awareness and communicative skill.

Face to face contact session will be conducted as given in below table.

Course Type	Face to Face Contact Session/semester (in Hours)
4 Theory courses with 4 credits	64
Total	64

Evaluation

The examinations shall be conducted separately for theory and practical's to assess the knowledge acquired during the study. There shall be two systems of examinations viz., internal and external examinations. In the case of theory courses, the internal evaluation shall be conducted as Continuous Internal Assessment via. Student assignments preparation and seminar, etc. The internal assessment shall comprise of maximum 25 marks for each course. The end semester examination shall be of three hours duration to each course at the end of each semester. In the case of Practical courses, the internal will be done through continuous assessment of skill in demonstrating the experiments and record or report preparation. The external evaluation consists of an end semester practical examinations which comprise of 75 marks for each course.

f. 3.2. Distribution of Marks in Continuous Internal Assessments:

The following procedure shall be followed for awarding internal marks for **theory** courses

Component	Marks
Assignments(3) (10+10+5)	25
Total	25

Question paper pattern (Theory)

- The question paper carries a maximum of 75 marks.
- The question paper consists of three sections namely Part-A, Part-B and Part-C.
- Part-A consists of 10 questions of 2 marks each ($10 \times 2 = 20$ marks) with no choice. The candidate should answer all questions.

- Part-B consists of 5 either or choice questions. Each question carries 5 marks (5 x 5=25 marks).
- Part-C consists of 5 questions. Each question carries 10 marks. The candidate should Answer any three questions (10 x 3 = 30 marks).

Passing Minimum

- For internal Examination, the passing minimum shall be 40% (Forty Percentage) of the maximum marks (25) prescribed for UG and PG Courses.
- For External Examination, the passing minimum shall be 40% (Forty Percentage) of the maximum marks (75) prescribed for UG and PG Courses.
- In the aggregate (External + Internal), the passing minimum shall be 40% for UG and 50% for PG courses.

Marks and Grades:

The following table gives the marks, grade points, letter, grades and classification to indicate the performance of the candidate.

Range of Marks	Grade Points	Letter Grade	Description
90-100	9.0-10.0	O	Outstanding
80-89	8.0-8.9	D+	Excellent
75-79	7.5-7.9	D	Distinction
70-74	7.0-7.4	A+	Very Good
60-69	6.0-6.9	A	Good
50-59	5.0-5.9	B	Average
00-49	0.0	U	Re-appear
ABSENT	0.0	AAA	ABSENT

C_i = Credits earned for the course i in any semester

G_i = Grade Point obtained for course i in any semester.

n refers to the semester in which such courses were credited

For a semester;

$$\text{Grade Point Average [GPA]} = \frac{\sum_i C_i G_i}{\sum_i C_i}$$

Grade Point Average = Sum of the multiplication of grade points by the credits of the courses

Sum of the credits of the courses in a semester

For the entire programme;

$$\text{Cumulative Grade Point Average [CGPA]} = \frac{\sum_n \sum_i C_{ni} G_{ni}}{\sum_n \sum_i C_{ni}}$$

CGPA = Sum of the multiplication of grade points by the credits of the entire programme

Sum of the credits of the courses for the entire programme

CGPA	Grad	Classification of Final Result
9.5-10.0	O+	First Class- Exemplary*
9.0 and above but below 9.5	O	
8.5 and above but below 9.0	D++	First Class with Distinction*
8.0 and above but below 8.5	D+	
7.5 and above but below 8.0	D	
7.0 and above but below 7.5	A++	First Class
6.5 and above but below 7.0	A+	
6.0 and above but below 6.5	A	
5.5 and above but below 6.0	B+	Second Class
5.0 and above but below 5.5	B	
0.0 and above but below 5.0	U	Re-appear

*The candidates who have passed in the first appearance and within the prescribed semester of the PGProgramme are eligible.

Maximum duration for completion of the course

The maximum duration for the programme shall not exceed five years after the completion of the minimum duration of the programme.

Commencement of this regulation

These regulations shall come into effect from the academic year 2018-19 for students who are admitted to the first year of the course during the academic year 2018-19.

Fee structure

Sl. No.	Fees Detail	Amount in Rs.
		First Year
1	Admission Processing Fees	300
2	Course Fees	5500
3	ICT Fees	150
	TOTAL	5950

G) REQUIREMENT OF THE LIBRARY RESOURCES:

LIBRARY RESOURCES

The Central Library is one of the important central facilities of Alagappa University. It has text book, reference books, conference proceedings, back volumes, standards, and non-book material such as CD-ROMs and audios. The central Library procured several e-books in different areas. The library also subscribes to about 250 current periodicals. The Directorate of Distance Education of Alagappa University has adequate number of copies of books related to Management Programme.

COST ESTIMATE OF THE PROGRAMME AND THE PROVISIONS:

Sl. No.	Nature of Expenditure	Amount in Rs. (Approx.)
1	Programme Development	10,00,000/-
2	Programme Delivery	3,00,000/-
3	Programme Maintenance	1,00,000/-

i) QUALITY ASSURANCE MECHANISM AND EXPECTED PROGRAMME OUTCOMES

- The feedback from students on teaching will be collected every semester using standard formats.
- Feedback on the curriculum will also be collected from the experiences of the students which help teachers in fine tuning of deliverables in the classroom.
- It helps in improving the standard of teaching as expected by the students.
- Exit survey feedback on various parameters to improve and quality of the programme and support services like course material, library and infrastructure.
- It helps to Strengthen the contents of the program to meet the requirements of the employment market and keep the curriculum as a treasure of knowledge.
- This programme provides opportunities for students to develop and demonstrate knowledge and understanding, skills, qualities and other attributes.

ALAGAPPA UNIVERSITY
 [Accredited with 'A+' Grade by NAAC (CGPA:3.64) in the Third Cycle]
KARAIKUDI

Minutes of the Meeting of the Board of Studies in Management (Distance Education) held at the Directorate of Distance Education, Alagappa University, Karaikudi – 630 003, on 06.09.2017 at 11.00 am.

Members Present

- | | | |
|-------------------------|---|-----------------|
| 1. Dr. S. Kaliyamoorthy | - | Chairman |
| 2. Dr.G. Jayabal | - | Member |
| 3. Dr.R. Perumal | - | Member |
| 4. Dr.S. Rajmohan | - | Special Invitee |
| 5. Mr.S. Prabhu | - | Special Invitee |

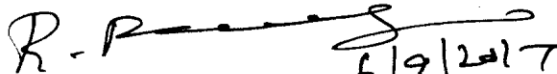
At the outset, the Chairman has extended a warm welcome to all the Members of the Board and briefed the need and purpose of the meeting.

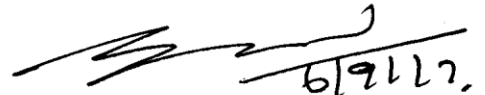
The board has considered and scrutinized the Regulations and Syllabi for the following UG, PG and PG Diploma Programmes in the field of Management to be offered through ODL mode.


S.No.	U.G. Programmes	P.G. Programmes	PG Diploma Programmes
1.	BBA	M.A.(Public Administration)	Hospital Administration
2.	B.A. (Public Administration)	M.A.(Personnel Management & Industrial Relations)	Human Resource Management
3.	BBA(Banking)	M.B.A (General)	Business Management
4.	-	MBA(International Business)	Personnel Management & Industrial Relations
5.	-	MBA(Corporate Secretaryship)	-
6.	-	MBA(Banking & Finance)	-
7.	-	MBA(Project Management)	-
8.	-	MBA(Hospital Management)	-
9.	-	MBA (HumanResourceManagement)	-
10.	-	MBA(Education Management)	-
11.	-	MBA(Retail Management)	-
12.	-	MBA(Technology Management)	-
13.	-	MBA(Logistics Management)	-
14.	-	MBA(Corporate Management)	-
15.	-	MBA(Financial Management)	-
16.	-	MBA(Marketing Management)	-
17.	-	MBA(System Management)	-
18.	-	MBA(Production and OperationManagement)	-
19.	-	MBA (Tourism)	-
20.	-	MBA (Cooperative Management)	-
21.	-	MBA Five Years Integrated	-

The board has unanimously resolved to approve the Regulations and Syllabi of the various above mentioned UG, PG and PG Diploma Programmes proposed to be offered through ODL mode. The approved Regulations and Syllabi of the above mentioned programmes are provided in the Annexure-I

Finally the meeting came to end with a formal vote of thanks.


(R. PERUMAL) 6/9/2017


(G. JAYABAL) 6/9/2017


(S. PRABHU)


(R.S. RAJMOHAN) 7


(S. KALIYAMOORTHY) 6/9/17