

**Theory Paper- I: Principles of Management**  
**Paper code-B403101T**

Teaching hours 60

Credits-04

Maximum Marks 30 + 70 -100

**Course Description:** A strong demand exists for practical and valid information about solutions to managerial problems. Managers and healthcare professionals need both interpersonal and analytical skills to meet their day-to-day responsibilities. Course concentrates on managing people including healthcare workers. It also provides ample information about such topics as Planning, Decision Making, Job Design, Organization Structure, Leadership and Controlling etc.

**Learning Objectives:**

1. To understand Primary function, principles and roles Managers
2. To understand evaluation of Management, Social & ethical Responsibilities, Trends & challenges of Management and overview of MBO, Six Sigma, 7S, JIT.
3. To understand the process & techniques of Planning, strategizing and decision making.
4. To understand about organizing & leadership in any organization.
5. To understand the methods and needs for control with in organizational system.

**Learning Outcome:**

1. Summarize the concept of Management, with Henri Fayol's principal & identify the role & skills of Manager and also aware about the concept of Art & Science.
2. Identify the social and ethical responsibilities of manager, and aware about 5S, 7S Sigma, Jit and MBO.
3. Identify & use the concept of planning, strategizing & decision making with different condition of the organization.
4. He/she will be able to organize and lead in healthcare sector.
5. Identify and control of Budgetary and Non-budgetary control techniques.

**Competencies:** After completion of these topics student will understand and will be able to apply the theories of management and will be able to plan, organize, staff, direct, lead and control in healthcare sector. He/she will be able to manage the resources optimally.

**Broad outlines**

**Unit-I: Introduction to Principles of Management:** Definition of management, History & evolution of Management thoughts, Social and ethical responsibilities of the managers, Henri Fayol's, Principle: Is Managing Science or Art? Role of managers, Managerial skills and the Organizational Hierarchy.

**Unit-II: Management thought:** Trends and Challenges of Management in Global Scenario, Overview of MBO, 5S, 7S, Six Sigma, JIT.

**Unit-III: Planning, Strategizing & Decision Making:** Types and steps of planning, Importance and Purpose of planning; Strategies, Types of strategies, the strategic planning

process, Effective implementation strategies, Understanding Decision Making, Types of decision - Decision Making Process- Rational Decision making – Group Decision Making, Decision Making under different conditions (Certainty, Risks and Uncertainty), the systems approach and decision making.

**Unit-IV: Organizing & Leading:** Nature and purpose of organizing, Formal and Informal organization, the structure and process of organizing, the span of management, Types of Departmentalization, Line and Staff authority, Centralization and Decentralization - Delegation of authority, Contemporary Forms of Organizational Structures.

**Unit-V: The System and Process of Controlling & Coordination:-** The basic control process, Initial Control Points and Standards, Types of Control, Requirement for effective control; Budgetary and non-budgetary control. Coordination needs, Types ,Features, Approaches to Coordination.

Discussion Topics:-Leading People and Organizations: Who Is a Leader? Trait Approaches to Leadership, What Do Leaders Do? Behavioral Approaches to Leadership, what is the Role of the Context? Contingency Approaches to Leadership, Contemporary Approaches to Leadership, Developing Your Leadership Skills.

#### **Reference Books:**

1. Essentials of Management, Andrew J. DuBrin, 9th Edition.
2. Management - A Global Perspective, Heinz Wehrich & Harold Koontz Tata McGraw Hill
3. Principles of Management, PC Tripathi & PN Reddy, Tata McGraw Hill
4. Fundamentals of Modern Management, JS Chandan.
5. The Practice of Management, Peter Drucker, Allied Publishers.



**Theory Paper 2: Essential of Communication Personality Development**  
**Paper Code: B403102T**

Teaching hours: 60 hour

Credit-04

Maximum Marks 30 + 70 = 100

**Course description-** This course introduce students to what communication and how it affects human interaction, Interview techniques, Verbal and Non Verbal communication, Grammar and Vocabulary, Importance of Written communication, Importance of listening skills etc.

**Learning Objectives:**

1. Student will develop knowledge, skills and judgment about professional communication that would facilitate their ability to work in a professional environment..
2. Students will be able to express themselves through effective speaking.
3. To be able to write effectively, following specific formats for official communication.
4. Develop vocabulary and sound knowledge of grammar for effective communication
5. To be able to draft a project adhering to mechanics of writing and documentation style

**Learning Outcomes:-**

1. Students will develop knowledge ,skills and judgement about professional communication that work facilities their ability to work in a professional environment
2. Students will be able to express themselves through effective speaking.
3. To be able to write effectively, following specific formats for official communication.
4. Develop vocabulary and sound knowledge of grammar for effective communication.
5. To be able to draft a project adhering to mechanics of writing and documentation style.

**Competencies:** Student will develop knowledge, skills & judgment around human communication that facilitate their ability to work collaboratively with others.

**Broad outlines**

**Unit- I: Professional Communication:** Its meaning & importance, Definition and Process of Communication, Effective Communication and Barriers to Effective Communication, Channels of Communication: Verbal and Non-Verbal Communication  
Formal and Informal Communication in a Business Organization  
Listening Skills & Features of Effective Listening, Types of Listening

**Unit- II: Effective Speaking**

Group Discussion: Meaning &Significance, How to prepare & practice for GD, Common Pitfalls in a GD

Seminars: Definition & Conventions of a Seminar

Interview: Definition, Skills & Techniques, Preparation, Frequently Asked Questions, Mock-Interview Sessions

Presentation strategies: Purpose, Audience and locale, organizing content, Audio-Visual aids, Nuances of Delivery, Body language, Voice dynamics.

**Advanced Presentation Skills:** Presentation strategies. Purpose, Audience and locale analysis, Organizing contents, Audio-Visual aids, Nuances of Delivery, Body language, Voice dynamics.

### **Unit- III: Effective Writing**

Precis writing: Principles of condensation, Rules for writing précis, Note making and its Types, Layout of Formal Email Business Letter: Introduction to Informal and formal letters, types of business letters, Layout of business letters, Letter of Enquiry / Complaint Report writing: What is a report? Kinds of reports: Short and Long reports

### **Unit- IV: Practical Worksheets on Grammatical Notions:**

Practical worksheets based on: Noun/Pronoun, Adjectives, Adverbs, Prepositions, Articles, Subject-verb agreement, Tenses, Modal Auxiliaries, Basic Vocabulary: Synonyms, Antonyms, Homophones, One-word Substitution, Idioms and Phrases, Jargons, Foreign words and Phrases

**Unit-V: Effective Reading Skills:** READING: Ways to improve Efficiency of Reading, Skim Reading, Speed Reading and Scanning Note Making and Précis Writing: Linear Note-Making & Patterned Note- Taking.

**Advanced Writing Skills:** PRE-INTERVIEW WRITING: C V & Resume writing, Job Application letter/Covering letter PARAGRAPH WRITING: Paragraph writing, Development of paragraph, Inductive and deductive paragraphs.

**Seminar/Project Work:-** Project Work and Internal Assessment: At the commencement of the semester, the student would be assigned a topic by the Teacher/Instructor. They will research it & submit a duly documented report of about 20-25 pages by the end of the semester.

### **Reference Books:**

1. Business Communication, Meenakshi Raman and Prakash Singh
2. Professional Communication, Dr. Raavee Tripathi



**Theory Paper 3: Organizational Behaviour**  
**Paper Code- B403103T**

Teaching hours: 60

Credit-04

Maximum Marks 30 + 70 = 100

**Course description:** This course will introduce students to psychology theories and also enable students to understand organizational behavior and management practices by personality determinant. It will facilitate a critical evaluation of organizational practices and their impact on work behaviors, attitudes and performance.

**Learning Objectives:**

1. To learn to meet special challenges posted by human behaviour in workplace of 21<sup>st</sup> Century.
2. To learn various theories of Motivation.
3. To understand the individual behaviour and coping with various situation in any organization.
4. To understand the organization behaviour in group & teams.
5. To understand the organization learning & Development.

**Learning Outcomes:-**

1. Students will able to understand the special challenges posted by human behaviour in workplace of 21<sup>st</sup> Century.
2. Students will able to understand the various theories of motivation.
3. Students will able to understand the coping from stress, conflict, etc & individual behaviour in any organization
4. Students will able to understand the behaviour of any groups or team in organization.
5. Students will able to know about the organization learning & development.

**Competencies:** After completion of this course student will be able to apply Organizational Behavior theories to practical problems in organizations and assess the outcomes critically.

**Broad outlines**

**Unit-I: Organizational Behavior:** Concept of OB and its importance, Organizational Climate and Culture, Types of Conflict in Organization & Conflict Management

**Unit-II: Motivation, Theories** of motivation and its Implication.

**Unit-III: Introduction to Individual:** Interpersonal Styles, Personality and Personal Effectiveness, Values and Attitude, Perception, and Motivation, Coping with Frustration and Stress

**Unit-IV: Groups & Teams:** Team building, Group behavior and group dynamics, Role and role effectiveness, Leadership Styles

**Unit-V: Organization Learning & Development:** Organizational Development (OD) & OD Interventions

### Reference Books:

1. Organisational Behaviour - Robbins, Judge, Vohra.
2. Management of Organizational Behavior - Utilizing Human Resources, Paul Hersey Kenneth H. Blanchard & Dewey E Johnson, Prentice Hall of India.
3. Organizational Behaviour, Human Behavior at work, John W Newstrom, Keith Davis, Tata McGraw Hill Publishing.
4. Understanding Human Behaviour in All, Windall L French
5. Organisational behaviour, Luthabs

## Theory Paper 4: Healthcare Services Paper Code- B403104T

Teaching hours: 60

Credit 04

Maximum marks 30 + 70 = 100

**Course descriptions-**The course is designed to help students understand the existing health care delivery system in India, primary health care. Regionalization of healthcare delivery system, role of other important international healthcare agencies

### Learning Objectives:

1. To learn about comprehend public health history health definitions, determination, and well being indicators.
2. To understand India's health system complexities, covering governance levels primary healthcare, and public-private sectors dynamics.
3. To gain knowledge on Hospital Management, definition , classification and administrator roles
4. To understand global and hospital health agencies, committees, emphasizing contribution to reproductive and child health agencies.
5. To gain knowledge on different on national and international health agencies their roles and responsibility in different circumstances.

### Learning Outcomes:

1. Students will able to understand about the concept of Health and Health care delivery system.
2. Students will able to understand the Health System in India.
3. After this students will able to understand types and Management of Hospital.
4. Students will able to understand the skills & Role of Hospital Administrator.
5. Students will understand the National & International Agencies.

**Competencies:** After completion of the course student will be able to understand the distribution of healthcare delivery systems in India. It also helps them to develop better understanding regarding the health polices & vital role of national & international healthcare agencies.

### Broad outlines

**Unit-I: Concepts of Health & Healthcare Delivery Systems :** History of Public Health and Medicine, Definition of Health, Concepts and Dimensions of Health, Concept of well being, Determinants of Health, Indicators of Health, Levels of Healthcare, Roles of various committees

**Unit-II: Health system in India:** (Centre, State and District level), Panchayati Raj System, Primary Healthcare, Elements and Principles of Healthcare, Millennium Development Goals, Public Health Sector, Private Health Sector, Indigenous System of Medicine, Voluntary Health Agencies, IPHS for District Hospitals, CHC, PHC and SC.

**Unit-III: Concepts of Hospital Management:** Definition of Hospital, Classification of Hospital, Hospital as Organization, Various Departments in Hospital, Functions of Hospitals



**Unit-IV: Concept of Hospital Administration: Role of Hospital Administration. Role towards Patients, Organization and Community, Skills and qualities of Hospital Administrator.**

**Unit-V: Objectives and organization of important agencies and their role in health care activities: WHO, UNICEF, FAO, ILO, Indian Red Cross society, UNFPA, World Bank, Asia Development Bank, Ford Foundation, CARE, Rockefeller Foundation, Family welfare and planning, various committees. Need and packages under RCH (Reproductive & Child Health) Program.**

**Reference Books:**

1. National Health Program in India, J Kishore
2. Hospital Design & Function, Todd Wheeler
3. Hospital and Healthcare Administration, Shakti Gupta
4. Essential of Hospital Services, K.C. Sharma
5. Hospital Organization and Management, Darr and Rakich



**Theory Paper-5: Health and Development**  
**Paper Code- B403105T**

Teaching hours: 60

Credit-04

Maximum Marks 30 + 70 =100

**Course description:** This course aims to enhance capabilities of students in policy analysis and to familiarize them with process of policy formulation and its linkages with program planning, also to develop better understanding the current important issues in health and population in developing countries

**Learning Objectives:**

1. Students will able to understand about Health Services & Social System.
2. Students will able to understand Health care Development.
3. Students will able to understand about demand & supply in Health care services.
4. After this students will able to understand the designing & Health System.
5. At the end of this unit they will able to understand about the Indian Healthcare System, Various National Polices & Programmers.

**Learning Outcome:**

1. 1.Students will understand about societal factors influencing health, analysing health services as a system day care services.
2. Understanding diverse healthcare system and promoting equitable, patient-centred care.
3. Understanding health care services demand and supply help optimize resources, enhance accessibility.
4. Familize the analysing, designing, and evaluating health system.
5. Students will aware about the Indian healthcare system, policies and programs.

**Competencies:** After completion of the course student will be able to understand the governmental health polices, differentiate the various healthcare system, able to compute and report the vital statistics.

**Broad outlines**

**Unit-I: Health Services and a Social system:** Society, Health and Development, A systems approach to health services, Challenges facing health services in a society, and Day care services.

**Unit-II: Health care and knowledge development:** Access of Various Healthcare, Changing concept of Health.

**Unit-III: Health care services Demand and Supply:** The need and demand for health care, AYUSHMAN BHARTA SACHEME.

**Unit-IV: Organization of Health system and designing of Health system:** Analyzing health system, designing of health system, Evaluation of health system and the outcomes

**Unit-V: Indian Healthcare System:** Health Manpower, **National Health Policies**, National health programs, five-year plan.

**Seminar Topics:**

**Unit-I: Introduction to the policy process** - The political and health sector reform, planning the process, Selecting and defining a policy, Equity as health objectives

**Unit-II: Stakeholders Analysis** - Identifying key stakeholders, adapting the tools for analysis, Collecting and collating the information, analyzing the stakeholders' perspectives.

**Reference Books:**

1. National Health Programme in India, J. Kishore
2. Health care Facilities, Baillie McGeehan