

# Rajiv Gandhi University of Health Sciences, Karnataka

**IV Semester Bachelors in Hospital Administration Degree Examination - 04-  
May-2026**

**Time: Three Hours  
Marks**

**Max. Marks: 80**

**HOSPITAL ADMINISTRATION  
HOSPITAL OPERATIONS MANAGEMENT – II  
NON CLINICAL SERVICES - (RS)  
Q.P. CODE: 3241**

Your answers should be specific to the questions asked  
Draw neat, labeled diagrams wherever necessary

**LONG ESSAYS (Answer any Two)**

**2 x 10 = 20 Marks**

1. Explain the importance of medical records, its users and its benefits
2. Illustrate the role of administrators in hospitals
3. Describe the role played by nursing service in hospitals and the role of a Nursing Officer

**SHORT ESSAYS (Answer any Eight)**

**8 x 5 = 40 Marks**

4. Describe the role and functions of General Store in hospitals
5. Explain the importance of hospital information system
6. Elucidate the importance and scope of radiology
7. Describe the role played by physiotherapy units in patient care
8. Define Nursing audit and explain the process of Nursing Audit
9. How is marketing important in hospital management?
10. Illustrate the role played by Engineering services in hospitals
11. Explain the functions of human resource management in hospitals
12. Elucidate the importance and role of dietary and catering services in hospitals
13. Explain the role and importance of blood bank in hospitals

**SHORT ANSWERS (Answer any ten)**

**10 x 2 = 20 Marks**

14. Maintenance service in hospitals
15. Centralized medical gas supply
16. Hospital housekeeping
17. Hospital reception and enquiry
18. Role Nursing Officer
19. Ambulance service
20. Public relations
21. Radiology
22. Medical laboratory
23. Hospital laundry
24. Pharmacy
25. CSSD

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