M.B.A. (Hospital Administration)
Semester: I
Discipline: Management

Title of Paper & Code: Management Principles and Practices (MBA 101)

Scheme: Internal evaluation shall be of 20 marks. End semester exams will be of 80 marks willhave 7 theory questions out of which students will be required to attempt any 5 questions.

Syllabus

Unit 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. Cross cultural issues in management.

Case: Shui Fabrics.

Unit 2: Planning Nature and Purpose of Planning, The Planning Process, Principles of Planning, Types ofPlanning, Advantages and Limitations of Planning.

Case:Planning for Diversified Activities in a Changing Environment

Unit 3: Concept and Nature of Objectives: Types of Objectives, Importance of Objectives, Setting Objectives, Management by Objectives (MBO), Benefits and Weaknesses of MBO.

Case:Detroit and Toyota

Unit 4: Strategies and Policies: Concept of Corporate Strategy, Formulation of Strategy, Types of Strategies.The Strategic Planning Process, The TOWS Matrix, The Portfolio Matrix, Three Generic Competitive, Strategies by Porter, Effective Implementation of Strategies, Types of Policies, Principles of Formulation of Policies, Decision Making Process, Individual Decision Making Models.

Case: Coke verses Pepsi

Unit 5: Organizing Nature and Purpose of Organizing, Bases of Departmentation, Span of Management, Determinants of Span of Management, Line and Staff Relationship, Line-Staff Conflict, Bases of Delegation,Kinds of Delegation and Decentralization, Methods of Decentralization.

Case:Bajaj Auto

Unit 6: Controlling: Concept and Process of Control, Control Techniques, Human Aspects of Control, Control as a Feedback System, Feed Forward Control, Preventive Control, Profit and Loss Control, Control Through Return on Investment, The Use of Computer for Controlling and Decision Making, The ChallengesCreated by IT as a Control Tool.

Case: Controlling Information At Frito-lay, INC.Text

Readings

1. Stephen P. Robbins, David A. Decenzo, Sanghmitra Bhattacharya, 7 Madhushree Nanda Agarwal, Fundamentals of Management, Pearson Education, 2009

2. Kreitner, Management Theory and Applications, CengageLearning,India, 2009

M.B.A. (Hospital Administration)
Semester: I
Discipline: Management

Title of Paper & Code: Mathematics and Statistics for Managers (MBA 102)

Scheme: Internal evaluation shall be of 20 marks. End semester exams will be of 80 marks willhave 7 theory questions out of which students will be required to attempt any 5 questions.

PART I – BUSINESS MATHEMATICS

Mathematical Preliminaries-

Numbers**,** Sequences and Series, Progressions (Arithmetic, Geometric and Harmonic), Set, Sub- sets and functions. (Students should be familiar with the concepts but there will be noquestions from preliminaries in the examination).

1. Sets and Functions: Venn diagram and its applications, Operations on sets, Cartesian product of sets, applications. Functions - Algebraic functions (polynomial - linear, quadratic and rational), transcendental functions (exponential, log and trigonometric functions with identities).Examples of Business Applications.
2. Limits and Continuity of Functions: Introduction, Limit of a variable and a function, Implications of Limitof Functions, Continuity of a function of one variable.
3. Differentiation concepts: Derivatives of a function, derivatives of sum, difference, product and quotient, applications of differentiation in economic and managerial problems like marginal analysis, elasticity, Maxima and Minima- Concept and uses.
4. Integration Concepts: Elementary integration, Integration by parts, Simple definite integrals, economic application, consumer surplus and producer surplus.
5. Discounting, Compounding, and Annuity.
6. Vectors, Matrices and Determinants with Business application: Vectors, Operations on Vectors, Matrices Types of matrices, operations on matrices, adjoint of matrix, inverse of a matrix, elementary rowoperations. Solution of simultaneous linear equations using matrices/ determinants, input/output analysis.

PART II – BUSINESS STATISTICS

Statistical Preliminaries- measures of Central Tendency- Mean, Median, Mode, Measures of dispersion meandeviation and standard deviation.

(Students should be familiar with the concepts but there will be no questions from preliminaries in the examination)

1. Introduction to Statistics: Meaning and Definition of Statistics, Scope and Limitations of Statistics,Role of Statistics in Management Decisions,
2. Probability Theory and Probability Distributions: Concepts, additive, multiplicative, conditional probability rules, Baye's Theorem, Binomial, Poisson and Normal distributions- their characteristics and applications
3. Correlation & Regression: Correlation (Karl Pearson's and Spearman's Coefficients), Methods ofcomputing simple correlation and regression Line of Regression, Curve Fitting- Least Square Method)
4. Time Series: Time Series and its Components, Analysis, Models of Time Series, Methods of Studying Components of Time Series: Measurement of trend (moving average and least squaresmethod), Measurement of seasonal variations (moving average method) Measurement of cyclicvariations (residualmethod).
5. Statistical Decision Theory: Decision making process, Decisions under Uncertainty and DecisionsunderRisk.

Text Reading

1 J.K. Sharma, "**Mathematics for Management and Computer Applications"**, New Delhi,Galgotia Publication.

2 R. K. Ghosh and S. Saha, "**Business Mathematics and Statistics"**, Calcutta, New Central BookAgency.

3 S. Saha, **"Business Mathematics and Quantitative Techniques"**, Calcutta, Central BookAgency.

4 Anderson,**Statistics for Business & Economics**,9th edition, Cengage Learning,India.

5 David Levine, T. Krenbil, P.K.Viswanathan, **Business Statistics**, Pearson Education, 2008.6 S.P. Gupta, "**Statistical Methods**", New Delhi, Sultan Chand and Sons, 2007.

7 S.C. Gupta, **Business Statistics,** Himalaya Pub House, 2008.8

T.N.Srivastava, **Statistics for Management**, TMH, 2008.

Suggested Readings (Latest Edition books)

1. J. N. Kapur and H. C. Saxena. "**Mathematical Statistics"**, New Delhi, Sultan Chand andCompany Ltd.

2. R. Jayprakash Reddy and Y. Mallikarynna Reddy, "**A Text book of BusinessMathematics"**, New Delhi,Ashish Publishing House.

3. K. B. Dutta, "**Matrix and Linear Algebra"**, New Delhi, PHI Learning.

4. D. C. Sancheti and V. K. Kapoor, "**Statistics: Theory, Methods and Applications",** New Delhi:Sultan Chand and Sons.

5. D.N. Elhance, VeenaElhance and B. M. Aggrawal, "**Fundamentals of Statistics"**, Allahabad: Kitab Mahal

M.B.A. (Hospital Administration)
Semester: I
Discipline: Management

Title of Paper & Code: Accounting For Managers (MBA 103)

Scheme: Internal evaluation shall be of 20 marks. End semester exams will be of 80 marks willhave 7 theory questions out of which students will be required to attempt any 5 questions.

Course Content

Part I: Financial Accounting

1. Basic Accounting Concepts and Fundamental Conventions.
2. Concept of Double Entry System, Basic knowledge of Accounting Process: Journal, Ledger, TrialBalance, Closing Entries, Opening Entries, Subsidiary Books and Rectification of Errors.
3. Preparation of Final Accounts with Adjustments: Manufacturing, Trading and Profit and LossAccount and Balance Sheet.
4. Depreciation and its importance in Decision Making, Straight Line Method and Written DownValueMethod.
5. Bank Reconciliation.

Part II: Cost Accounting

1. Need for Cost Information, Cost Objective, Elements of Cost and Classification of Costs.
2. Concept, Elements and Managerial Uses of Unit Cost, Batch Cost, Job Order Costs, ContractCost, Process Cost, Joint Product Cost and By-Product Cost.
3. Cost Control and Cost Reduction, Target Costing and Activity Based Costing.

Part III: Management Accounting

1. Basic Management Accounting Concepts, Relationship with Financial Accounting and CostAccounting.
2. Break Even Analysis,Contribution Analysis and Segment Contribution and their use in ProfitPlanning.
3. Standard Costing and Variance Analysis – Material Variance, Labour Variance, Overhead Variance, Sales Volume Variance, Margin Variance and Profit Variance, Use of these Variances.
4. Managerial Decision Making through Accounting Information.

Text Readings

1. P.C. Tulsian, **Financial Accounting,** Pearson, 2008
2. S.N. Maheshwari, **Introduction to Accountancy,** New Delhi,Vikas Publishing House, 10th Edition, 2009
3. Hansen, **Management Accounting, 7th edition** Cengage Learning,India
4. Tata-Mac Graw-Hill, 2nd Edition, 2008.
5. Paresh Shah, **Basic Financial Accounting for Management,** New Delhi, Oxford University Press 2008.
6. Anthony Robert N., Hawkins David F., Merchant Kenneth N., **Accounting Text and Cases**, TataMcGraw Hill Publication, New Delhi, 12th Edition, 2007.
7. O.S. Gupta & Pankaj Kothari, **Accounting for Managers,** New Delhi, Frank Bros. &Co.,Reprint 2007.

8. Banerjeee, **Financial Accounting,** PHI, 2009.

9. M.N. Arora**, Cost Accounting:Principle& Practices,**10th edition**,** Vikas Publishing House,2007

Suggested Readings

1. Paresh Shah, **Management Accounting**, 1st edition ,Oxford University Press, 2008.

2. John Wild, **Financial Accounting Information for Decisions**, New Delhi, Tata-Mac Graw-Hill, 2008

3. James Jiambalvo, **Managerial Accounting,** Wiley India, 2nd Edition, 2007.

4. S.N. Maheshwari and S. K. Maheshwari, **A Text Book of Accounting for Management,** NewDelhi,

Vikas Publishing House, 10th Edition, 2009

5. Louderback, **Managerial Accounting** 10th edition, Cengage Learning,India
6. S.K. Bhattacharyya, **Accounting for Managers,**Reprint 2009, Vikas Publishing House Pvt. Ltd.
7. N. Ramchandran and RamkumarKakani, **Financial Accounting for Management,** New Delhi

M.B.A. (Hospital Administration)
Semester: I
Discipline: Management

Title of Paper & Code: IT and E-Business Fundamentals (MBA 104)

Scheme: Internal evaluation shall be of 20 marks. An External viva-voce will be of 30 marks End semester exams will be of 50 marks will have 7 theory questions out of which students will be required to attempt any 5 questions.

Course Content

Prerequisites for Course

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. Number System: Introduction to number system, binary, decimal, hexadecimal and their inter conversions and their uses in computer system.Internet: Concepts & Services, Hardware and software requirements, type of Internet connections

2. Operating Systems

WINDOWS XP: Basic Operations, utilities and features.

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

(Students should be familiar with these concepts but there will be no questions from topics)

1. Application Software (MS-Office XP 2003)

MS Word: word basics, formatting text and documents, introduction to mail merge & macros.MSExcel: Excel basics, rearranging worksheets, working with graphics, using worksheet as databases, automating "what-if" projects.

MS PowerPoint : PowerPoint basics, creating presentation MS Access: Database creation, screen/form design, report generation using wizard

2. E-Business: Fundamentals, E-Business framework, E-Business application, TechnologyInfrastructure forE-Business.

3. Mobile and Wireless computing fundamentals: Mobile computing, framework, wireless technologyand switching method, mobile information access device, mobile computing application.

4. E-Business Models: Elements of Business models, B2B, B2C models

5. Payment Systems: Type of E-payment, digital token–based e-payment, smart card, credit cardpayment systems, risk on e-payment, designing e-payment

6. Security Environment: Security Threats, Technology Solutions, Client–server security, data and message security, document security, firewalls. Ethical Social and Political issues in ecommerce.

7. Inter-organization Business: EDI application in business, EDI: legal, security, standardization andEDI, EDI software implementation, VANs (value added net work) Internet based EDI

8. Online Marketing Concepts: Process, Marketing Communication, Marketing Tools.

9. Future of Electronic-Business: Virtual Factory, Strategies for Electronic Business, Making Moneyon net,

Web portals and vortals concepts. Introduction Search Engine Optimization

Text Readings

1. Ravi Kalakotta&WhinstonB.,**"Frontiers of E-Commerce"**, Pearson Education,Reprint 2009New Delhi

2. R. Kalakotta& M. Robinson, **"E-Business: Roadmap for Success"**, Pearson Education Reprint2009,New Delhi.

3. lauden and Traver. **Ecommerce: Business Technology Society**,4THEdition2009 PearsonEducation, New Delhi

3 Schneider ,**E-Commerce Strategy technology and implementation**,1st,edition,2008, CengageLearning, India

5 Elias M. Awad, **Electronic Commerce,** PHI Learning. 20096 Rayudu

C. S. **e-Business**, 2007, Himalaya Publishing House. **Suggested Readings**

1 Daniel Amor, **"The E-Business (R) Evolution"**, PHI Learning, New Delhi,

2 Hanson,**E-Commerce & Web Marketing**, Cengage Learning, India,1st edition,20093 Kamlesh K. Bajaj &Debjani Nag, **"E-Commerce"**, Tata McGraw Hills, New Delhi, 4 Joseph,**E-commerce, Indian Perspective**,PHI,3RD Edition,2009

5 Chaffey,**E-Business& E- Commerce Management**,3rd edition, Pearson Edu,20086 Murthy C. S. V., **e-Commerce**, 2007, Himalaya Publishing House.

6 Parag Kulkarni &P.K..Chande, **IT Strategy for Business**, 1st edition Oxford University Press2008

Title of Paper & Code: Business Environment (MBA 105)

Scheme: Internal evaluation shall be of 20 marks. End semester exams will be of 80 marks willhave 7 theory questions out of which students will be required to attempt any 5 questions.

Course Contents

1. Business Environment

Components and Significance of Business Environment, Factors effecting environment of Business, Economic factors and its Components, Cultural factors and its impact on business, Social Environment and its impact on Purchasing and Consumption, Political Stability, Sovereignty and its impact on the returns of Business, Technological and its impact on internationalizing the business activities, Legal environment and External Factors Influencing Business Environment, Dimensions of International Business Environment, Challenges.

Case Study: Lucent in the Era of Economic Reforms

2. Economic Planning & Development

Indian Economic Systems-Economic planning with special reference to last three plans, public, private joint and cooperative sectors – Industrial Policy of the Government Latest Industrial Policy, Foreign TradePolicy, Fiscal Policy and Tax System in India, Monetary Policy and Banks Reforms in India, Challenges of Indian Economy, Rural Development Efforts, India as one of the most prominently emerging economies of world,

Case Study: Mahindra and Mahindra

3. India and the world

Liberalization and Privatization in India, Impact of Globalization in India, India's Export and Imports, Private and Public Sector in India, Foreign Direct Investment in India, Multi national enterprises in India,Impact of WTO n Indian Business, NGO sector in India,

Case Study: Global Expansion Strategy of Indian Firms in China

4. International Tread

Balance of Payments, Concepts, Disequilibrium in BOP: Methods of Correction, Tread Barriers and TreadStrategy, Free Trade vs. Protection, World Financial Environment: Foreign Exchange Market Mechanism, Exchange Rate Determination, and Euro Currency.

Case Study: Finolex's Focus on Exports

5. Strategies for going Global

International Economic Integration, Country Evaluation and Selection, Foreign Market Entry Method International Trading Blocks, Their Objectives, WTO Origin, Objectives, Organization Structure and Functioning, WTO and India.

Case Study: Softcore Consultancy Services

6. Theory of Demand, Firms & Market Structure

Demand function, Income and substitution effects, Revealed preference approach and Demand forecast.Profit

Maximization, Sales Maximization, Organizational slack, Ownership and Control. Competition, Monopoly, Oligopoly and Non-Price Competition

Case Study: Is Coca Cola in "Perfect" BusinessText

Readings:

1. Mark Hirschey, **Economics for Managers,** Cengage, 2006
2. Palwar, **Economic Environment of Business,** PHI, New Delhi,2009
3. Justin Paul, **Business Environment: Text & Cases,** New Delhi, Tata McGraw Hill, 2008
4. D.N. Dwivedi, **Managerial Economics,** Vikas Publishing House, 2009.
5. Shaikh Salim, **Business Environment,** Pearson Education, 2009

Suggested Books

1. Sundaram & Black: **International Business Environment** Text and Cases, PHI, 2009
2. Avid W. Conklin, **Cases in Environment of Business**, Sage Response Books.2007

Title of Paper & Code: Organizational Behaviour and Processes (MBA 106)

Scheme: Internal evaluation shall be of 20 marks. End semester exams will be of 80 marks willhave 7 theory questions out of which students will be required to attempt any 5 questions.

Course Contents

1. Foundations of Individual Behavior:

The organization and the individual: Personality:Determinants and Attributes , Job Attitudes, Learningand Learning Theories, Perception , Cross cultural issues in OB.

Case: Right Man, Wrong Job?

2. Motivation:

Definition and concept, theories of motivation- Maslow's Hierarchy of Needs, Herzberg's Two Factortheory, ERG theory, Vroom's Expectancy theory, Equity theory, Reinforcement theory and Behavior Modification.

Case: Frustrated at age 30.

3. Foundations of Group Behavior:

Defining and Classifying Groups, stages of group development, Group Structure, Group Processes,Group Dynamics, Group v/s Team, Team Effectiveness.Group and Intergroup Relations.

Case: A virtual team at Nanavati Associates.

4. Leadership:

Nature and Significance of leadership, leadership in different cultures, leadership theories and Styles :Trait theories, Behavioral theories-- Ohio State Studies, Michigan Studies, and Managerial Grid.
Contingency theories-- Fiedler's Model, Hersey and Blanchard's Situational theory, Path Goal theory,emotional intelligence and leadership effectiveness, Recent Development in Leadership Theory.

Case: Narayanmurthi and Infosys

5. Conflict and Negotiation

Transitions in Conflict Thought, Functional versus Dysfunctional Conflict, Conflict Process, Conflict Management Techniques, Negotiation process ,Bargaining strategies ,Global implications.

Case: The making of the Brooklyn Bluebirds.

6. Organizational Culture:

Concept, Relationship of Culture with organizational behavior, National and Global Culture, Levels of organizational culture, Analyzing managing and changing organizational culture, Global Implications formanager.
Case: Amazon.Com : Innovation via the"Two –Pizza Team."

7. Organizational Change and Stress Management:

Forces for Change, Resistance to Change, approaches to managing organizational change, Workstress and its management

Case: Innovating innovation.Text

Reading

1. Stephen P. Robbins, Timothy A Judge, Seema Sanghi "**Organizational Behaviour",** PearsonEducation, 13th Ed., 2009.

2. Nelson, **Organisational Behaviour**,1st Edition, Cengage Learning, India

3. R. S. Dwivedi, "**Human Relations and Organizational Behavior: A Global Perspective**", Macmillan5th edition,2009

3 Jerald Greenberg and Robert A.Baron, **Behaviour in Organisations**, PHI Learning 9th edition 2009.5 Hitt, Millar, Colella, **Organizational Behaviour A Strategic Approach,** Wiley India edition **Suggested Reading**

1. Fred Luthans, **"Organizational Behaviour"**, New York, McGraw Hill, 8th Edn.,

2. UdaiPareek, **Understanding Organzational Behavior**, Oxford Higher Education, 2nd Edition,2008

3. John W. Newstrom and Keith Davis, "**Organizational Behaviour: Human Behaviour at Work"** New Delhi, Tata McGraw Hill,.

4. Jai B P Sinha, **Culture and Organizational Behaviour,** Sage Publication ,2008

5. Kavita Singh **Organizational Behaviour Text and Cases**, New Delhi, Pearson Education,2009

6. M.N. Mishra, **Organizational Behaviour,** Vikas Publishing House, Reprint 2008.

Title of Paper & Code: Business Communication (MBA 107)

Scheme: Internal evaluation shall be of 20 marks. End semester exams will be of 80 marks willhave 7 theory questions out of which students will be required to attempt any 5 questions.

COURSE CONTENTS

1. Basics of Communication

Defining Communication. Distinguishing between Business Communication and General Communication. Process of Communication explained through various Models; Importance of Feedback.Purpose of Organizational Communication.Introduction to Corporate Communication.

2. Communication Networks

Channels of Communication - Formal : Upward, Downward, Lateral. Informal :
Grapevine; Advantages and Disadvantages of the grapevine.
Comparing Formal and Informal Channels for Communication Situations.Principles of Effective Communication.
Verbal Communication : using words, addition and obsolescence of words from the dictionary,Language as a tool for Communication.
Non-Verbal Communication : Importance of non-verbal communication, Kinesics, Proxemics,Paralanguage.
Cultural differences in Non-Verbal Behaviour.

3. Factors affecting Communication

Barriers to Effective Communication and ways to overcome them.
Listening : Importance of Listening , Types of Listening, Barriers to Listening and overcoming themListening situationsDeveloping Listening Skills.
Understanding Communication through Transactional Analysis.

4. Business Writing

Basic patterns of business letters.
Cover letters, Sales and Credit letters, Applications, etc.Directness in good news and neutral situations.
Indirectness in bad news and persuasive messages.
Choosing appropriate channels and media for effective communication.

4 Office Management

Writing the perfect resume; tailoring the content to suit the requirements.
E-mails, Memos and Circulars.Writing Reports and Proposals.

5 Presentation Strategies

Preparing for and conducting Presentations.

Interviewing and being interviewed.Group Discussions.Speeches and Public Speaking.

Practicals :

Case analyses, discussion and presentation.Role plays.

Group discussions.

Comprehension skills based on reading and listening using audio- visual media.

TEXT READINGS

1 Penrose, **Business Comunication for Managers**, 5th edition**,** Cengage Learning,India

1 P.D. Chaturvedi, **Business Communication Concepts Cases & Applications,** First Edition Pearson Education.

2 Debashish& Das **Business Communication**, PHI, 2009

3 Krizan, **Effective Business Communication** 7th edition. Cengage Learning,India.

4 Courtland L. Bovee,**Techniques of Writing Business Letters,Memos and Reports** JaicoPublishing House ,2008

Suggested Readings

1. Asha Kaul,Business Communication,2nd edition,2009,PHI Learning Courtland L. BoveeBusiness Communication Today, 9th edition, 2008
2. Urmila Rai & S.M. Rai, Business Communication, 2008, Himalaya Publishing House MadhukarBusiness Communication, Vikas Publishing House, 2008
3. Sushil Bahl, Business Communication Today, Response Books, Reprint 2009
4. Meenakshi Raman& Prakash Singh Business Communication, Oxford Higher Education, 2006

M.B.A. (Hospital Administration)
Semester: I
Discipline: Management

Title of Paper & Code: Hospital Administration (MBA 108)

Scheme: Internal evaluation shall be of 20 marks. End semester exams will be of 80 marks willhave 7 theory questions out of which students will be required to attempt any 5 questions.

Course Contents

1. Management Concept and Theories

Hospital administration- Principles 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; rations; trends ; problems Trends of Hospital Administration Abroad. 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

2. Planning

Management of different Clinical, Para clinical, and Support service departments in Hospitals , 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 & charitable hospital

3. Strategies, Policies and Planning

Nosocomial Infection, Management of Medical Records Department (manual & computerized), Management of Hospital Information System (Manual, Online & Offline), Management of Biomedical Waste in Hospitals (Law & the Reality)

4. Organizing

Hospital utilization and its evaluation ,Hospital Audits, Financial Audit, Clinical Audit, Tissue Audit, Quality Management in Hospitals-Certification & Accreditation, TQM in Hospitals

5. Controlling

Public Relations in Hospitals, Role of Administration in Medical & Paramedical Education and Research, Recent trends in hospital administration, Health Education in Hospital, Responsibilities of the hospital to the general public. Methods of Health Education in hospital and their importance, Patient Education through I.T.

6. Decision Making

Hospital hazards, Disaster Management Programs and Disaster Preparedness, Telemedicine, Medical Tourism, Health Insurance and TPA

Learning Resources:

Text Books:

1. B.M.Sakharkar , Principles of Hospital Administration and Planning

2. Kunders Hospital planning & hospital Management