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**POST GRADUATE DIPLOMA IN
HOSPITAL AND HEALTH MANAGEMENT**

Term-End Examination

December, 2014

**DHHM-01 : INTRODUCTION TO MANAGEMENT-I
INTRODUCTION TO MANAGEMENT-II**

Time : 3 hours

Maximum Marks : 70

Note : Attempt all questions.

1. Describe any three management techniques which are useful to you as hospital administrator. **15**
2. Describe the various types of financial audits used in a hospital setup. Explain the advantages and disadvantages of these methods. **15**
3. Write short notes on **any four** of the following :
 - (a) Maslow's Theory of Motivation **5x4=20**
 - (b) Performance budget
 - (c) Elements of communication
 - (d) Annual maintenance contract
 - (e) Balance sheet
4. Write short notes on **any four** of the following :
 - (a) Cost benefit analysis **5x4=20**
 - (b) Lead Time
 - (c) Supportive supervision
 - (d) Quality control circle
 - (e) Span of control