

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

Term-End Examination

December, 2015

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

Time : 3 hours

Maximum Marks : 70

1. (a) Describe Operation Research (OR). **2+3+10=15**
(b) Enumerate various OR techniques that are applicable in management of Hospitals.
(c) Describe any one technique in detail.
2. (a) Discuss the various steps involved in Materials Management Cycle. **7+8=15**
(b) Describe the steps to be followed for annual procurement of Drug items in a hospital.
3. Write short notes on **any four** of the following :
(a) Total Quality Management. **5x4=20**
(b) Managerial Skills.
(c) Zero Based Budgeting.
(d) Maslow's Theory of Motivation.
(e) Line and Staff Relationship.
4. Write short notes on **any four** of the following :
(a) Elements of communication. **5x4=20**
(b) Use Co-efficient.
(c) Direct and Indirect Costs.
(d) Life style or Situational Approach to Leadership.
(e) Training Need Assessment.