

No. of Printed Pages : 2 **DHHM-01/MHH-101**

**POST GRADUATE DIPLOMA IN
HOSPITAL AND HEALTH
MANAGEMENT (PGDHHM)**

Term-End Examination

June, 2024

**DHHM-01/MHH-101 : INTRODUCTION TO
MANAGEMENT-I/INTRODUCTION TO
MANAGEMENT-II**

Time : 3 Hours

Maximum Marks : 70

Note : (i) *All questions are compulsory.*

(ii) *Attempt question nos. 1 and 2 within
2500 words each.*

(iii) *Write short notes within 1000 words
each.*

1. Describe roles and functions of Leadership. Enumerate various leadership styles and discuss each leadership style with its applicability in various situations of hospital functioning. 5+10

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2. Define communication. Discuss various types and elements of communication and its applicability in hospital managements. 3+12

3. Write short notes on any *four* of the following :

4×5=20

(a) Total Quality Management

(b) Time Series Analysis

(c) Operation Research

(d) Training Need Assessment

(e) Effectiveness and Efficiency

4. Write short notes on any *four* of the following :

4×5=20

(a) Cost benefit and cost effective analysis

(b) Johari window

(c) Leadership skills

(d) Maslow's theory of motivation

(e) Rights and liabilities of registered trade union