

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

Term-End Examination

December, 2016

01742

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

Time : 3 hours

Maximum Marks : 70

Note : Attempt *all* questions.

1. (a) Discuss the objectives and importance of training in health care set-ups.
- (b) Describe the various methods of training with their merits and demerits. 6+9=15
2. (a) Describe the materials management cycle.
- (b) Explain the procurement and storage of drugs in a health care set-up. 6+9=15
3. Write short notes on any *four* of the following : 4×5=20
 - (a) Content Theories of Work Motivation
 - (b) Principles of Management
 - (c) Collective Bargaining
 - (d) Managerial Grid
 - (e) Communication Process

4. Write short notes on any *four* of the following : 4×5=20

- (a) Cost Containment in Health Care Organisations
 - (b) Annual Maintenance Contract (AMC)
 - (c) Zero Based Budget
 - (d) Quality Control Circle
 - (e) Tools of Financial Control
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