

PGDHHM - I

Term-End Examination

June, 2014

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

Time : 3 hours

Maximum Marks : 70

Note : 1. All question are compulsory.

1. (a) Explain how the costing of hospital services is different from the costing of general goods. 7
- (b) Describe the various bases used in pricing of health services. 8
2. (a) Explain the importance of human resource development in an organization. 7
- (b) Describe the various mechanisms which you will use for human resource development in your hospital. 8

3. Write short notes on any four of the following. 5x4 = 20

- (a) Total quality management
- (b) Communication barriers
- (c) Buffer stock.
- (d) Principles of management
- (e) Equipment audit.

4. Write short notes on *any four* of the following: 5x4=20

- (a) Zero base budget
- (b) Management by objectives (MBO)
- (c) Induction training
- (d) Inventory carrying cost
- (e) Cost accounting.

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