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MHH-101

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

Term-End Examination

December, 2024

**MHH-101 : INTRODUCTION TO
MANAGEMENT**

Time : 3 Hours

Maximum Marks : 70

Note : Attempt *three* questions from Part A and
five questions from Part B.

Part—A

Note : Write answers of any *three* questions of the following within **1500** words each.

1. (a) Describe Human Resource Development (HRD). 5
- (b) Briefly discuss various functions of HRD. 10

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2. (a) Define communication and various types of communication. 8
- (b) Discuss elements and barriers in communication. 7
3. (a) Write a short note on break-even analysis with objectives and significance. 10
- (b) A laboratory in a hospital has priced its X-ray and report for a ₹ 250 each. The variable cost is ₹ 140 per test. The amount of fixed cost is ₹ 2,50,000. Find out the number of X-ray tests to be performed per year at break even. 5
4. What is marketing of healthcare services and how is it different from selling ? 15

Part—B

5. Write short notes on any *five* of the following within **500** words each : 5×5=25
- (a) Functions of management
- (b) Feedback loop

- (c) Sexual harassment in workplace
- (d) Steps in planning process in health
- (e) Tendering process—its procurement and inspection
- (f) Different methods of financing in healthcare

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