

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

(PGDHHM)

Term-End Examination

December, 2025

MHH-101 : INTRODUCTION TO MANAGEMENT

Time : 3 Hours

Maximum Marks : 70

Note : *All questions are compulsory. Attempt
Question Nos. 1 and 2 within **2500** words
each. Write short notes within
1000 words each.*

1. Describe the various elements of communication. Discuss the barriers to communication. 7+8

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2. Define Human Resource Development (HRD). Discuss the various mechanisms of HRD. 3+12
3. Write short notes on any *four* of the following : 4×5=20
- (a) Total Quality Management (TQM)
 - (b) PERT
 - (c) Leadership styles
 - (d) Collective bargaining
 - (e) Cost analysis
4. Write short notes on any *four* of the following : 4×5=20
- (a) Organisation chart
 - (b) Motives
 - (c) MBO
 - (d) Training Needs Assessment
 - (e) OR

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