

No. of Printed Pages : 2

**MHH-101**

**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*

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

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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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