

**POST GRADUATE DIPLOMA IN HOSPITAL MANAGEMENT (CBCS-2018 COURSE)**  
**P.G.D.H.M. Sem-I : WINTER : 2021**  
**SUBJECT: MANAGEMENT PRINCIPLES**

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**Day :** Tuesday  
**Date :** 11-01-2022

**W-20014-2021**

Time : 10:00 AM-01:00 PM  
Max. Marks: 60

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**N.B.:**

- 1) All questions are **COMPULSORY**.
  - 2) Figures to the right indicate **FULL** marks.
  - 3) Answer to both the sections should be written in **SEPARATE** answer books
  - 4) Draw neat diagram **WHEREVER** necessary.
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**SECTION I**

**Q.1** Answer **ANY TWO** of the following: **(20)**

- a) Explain the basic steps in control process.
- b) Describe the various techniques of decision making. Discuss importance of rationality in decision making.
- c) Explain in detail Fayol's principles.

**Q.2** Write short notes on **ANY TWO** of the following. **(10)**

- a) Scalar Chain
- b) Requirement of effective direction
- c) Hawthorne Experiment

**SECTION-II**

**Q.3** Answer **ANY TWO** of the following: **(20)**

- a) Is management a science or an art? Explain the difference between management and administration.
- b) What are the functions and responsibilities of a manager?
- c) Explain the concept of control. Describe the importance and types of control

**Q.4** Write short notes on **ANY TWO** of the following. **(10)**

- a) Distinguish between delegation and decentralization.
- b) Principles of Organizing
- c) Budgetary Control

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