



HOSPITAL ADMINISTRATION

Human Capital Management and Industrial Relations

Q.P. CODE: 8720

Your answers should be specific to the questions asked.

Draw neat, labeled diagrams wherever necessary.

LONG ESSAY

1 X 20 = 20 Marks

1. What is human resource planning? Elaborate the process in human resource planning. Write a note on the barriers in human resource planning.

SHORT ESSAY (Answer any Seven)

7 X 10 = 70 Marks

2. What is promotion? Write a note on its purpose, principles and advantages.
3. Discuss the factors influencing employee remuneration.
4. How will you determine the need for training in a hospital? Discuss the various steps involved in implementing a training programme.
5. Discuss the process of grievance settlement.
6. Discuss the process involved in ensuring discipline in an organization.
7. Write a note on wage policy in India.
8. "Recruitment is positive in approach". Substantiate your argument with reasoning.
9. What is the importance of appraising employees in a healthcare industry? Discuss the methods of appraising clinical and supportive staffs in a hospital.

SHORT ANSWERS (Answer any Five)

05 X 02 = 10 Marks

10. Write a note on different types of rest pauses to overcome mental fatigueness.
11. On-job training
12. Burnout
13. Job description and job enlargement
14. Lay off V/s retrenchment
15. What is collective bargaining?

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