



**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. Write a note on performance appraisal. Explain various methods and errors involved in performance appraisal. Discuss the relevance of performance appraisal to employee's compensation.

**SHORT ESSAY (Answer any Seven)**

**7 X 10 = 70 Marks**

2. Grievance settlement process
3. Training a healthcare organization
4. Fringe benefits
5. Managerial effectiveness
6. Participative management
7. Job analysis
8. Write a note on recruitment.
9. Accidents in hospital and how these accidents can be prevented for employees safety?

**SHORT ANSWERS (Answer any Five)**

**05 X 02 = 10 Marks**

10. Types of policies
11. Difference between job evaluation and job analysis
12. Separations
13. Competency mapping
14. Incentives
15. Orientation

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