



HOSPITAL ADMINISTRATION
HUMAN RESOURCES MANAGEMENT IN HEALTHCARE
(Revised Scheme)

Q.P. CODE: 8367

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY

2 X 20 = 40 Marks

1. Discuss the term competency mapping. How can it be implemented and used in a hospital? Explain the drawbacks of competency mapping.
2. "Performance Appraisal is an objective assessment of an individual's performance against well defined benchmarks". Discuss.

SHORT ESSAY (Answer any six)

6 X 10 = 60 Marks

3. Discuss the prerequisites and types of collective bargaining. What are the advantages and disadvantages of the same?
4. How do you maintain employee discipline in a 500-bedded hospital? Write a note on the disciplinary procedure.
5. Discuss the types of orientation that can be provided for the employees in a 550-bedded hospital. What are the barriers to an effective orientation program?
6. Briefly explain the types of interview.
7. Interventions in human resource development for managerial effectiveness.
8. What is grievance? How can you overcome grievances in a hospital organization?
9. "Selection is negative in approach", substantiate your argument with reasoning.
10. What is the importance of job analysis in a health care industry? How will you design the job for the clinical and non-clinical staff in a hospital?

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