

Rajiv Gandhi University of Health Sciences

II Semester M.H.A Degree Examination - 22-Oct-2019

[Time: 3 Hours]

[Max. Marks: 100]

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. Explain the importance of training in a hospital. Enumerate the various steps involved in training process and different training methods.

SHORT ESSAY (Answer any Seven)

7 X 10 = 70 Marks

2. Staff appraisal. Discuss importance and need to appraise.
3. Collective bargaining
4. Interview techniques
5. Elaborate the process of recruitments selection
6. Manpower planning
7. Job evaluation
8. Write a job description for OPD staff nurse.
9. Duties of a medico social worker

SHORT ANSWERS (Answer any Five)

05 X 02 = 10 Marks

10. Competency mapping
11. Transfers
12. Fringe benefits
13. Job analysis
14. Employee grievance
15. Define remuneration.

* * * * *