

MASTER OF HOSPITAL ADMINISTRATION (MHA)
SEMESTER-II EXAMINATION, JUNE-2026
(2025 Batch)

(MHA126) HUMAN RESOURCE MANAGEMENT

[Time Allotted: 3:00 Hours]

[Max. Marks: 100]

Note: Read all the instructions carefully

Answer all questions in serial order, Draw suitable diagrams wherever necessary

Q. 1. Objective type questions: (Attempt All)

(10 x 02 = 20)

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|---|------------------|
| a. What is Green HRM? Give an example from hospitals. | CO1, 5 PO1, 5 |
| b. Differentiate between recruitment and selection. | CO1 PO1, 2 |
| c. What is job analysis and its purpose? | CO1 PO1, 2 |
| d. What is BARS? | CO1, 3 PO1, 2 |
| e. Define diversity. Mention one diversity initiative example from hospitals. | CO1, 5 PO1, 4, 5 |
| f. What is employee empowerment? Suggest one way to empower nursing staff. | CO1, 5 PO2, 5 |
| g. Differentiate between promotion and transfer. | CO1 PO1, 2 |
| h. What are incentives? Give two examples. | CO1, 4 PO1, 2 |
| i. Differentiate between training and development. | CO1, 2 PO1, 3 |
| j. What is cost per hire? | CO1 PO1, 2 |

Q. 2. Short notes/ Short answer type questions (Attempt any Five)

(05 x 04 = 20)

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| a. What are Assessment centres? Discuss advantages and limitations. | CO1, 3 PO1, 2 |
| b. Discuss methods of collecting job analysis data. | CO1 PO1, 2 |
| c. Briefly discuss components of compensation. | CO1, 4 PO1, 2 |
| d. What is morale? Briefly explain some ways to improve employee morale in hospitals. | CO1, 5 PO1, 4, 5 |
| e. Explain causes and impact of fatigue. | CO1 PO1, 2 |
| f. Explain employee grievance handling procedure. | CO1, 4 PO1, 2, 5 |
| g. Describe in brief the techniques used for evaluation of training. | CO2 PO2, 3 |

Q. 3. Structured questions (Attempt any Three)

(03 x 10 = 30)

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| a. Discuss off-the-job training methods. | CO1, 2 PO1, 2, 3 |
| b. Describe stages of selection process for a hospital. | CO1 PO2, 3, 4 |
| c. Discuss external recruitment sources that can be utilized for hiring patient care coordinators for a 500-bed hospital. | CO1 PO2, 3, 4 |
| d. Explain time wage and piece rate methods of wage payment and write the merits and demerits of each. | CO1, 4 PO1, 2 |

Q. 4. Long Answer/ Essay type questions (Attempt any Two)

(02 x 15 = 30)

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|---|------------------|
| a. At Prime Health Hospital, frequent late attendance, negligence in patient documentation, and conflicts between staff members have started affecting patient satisfaction. The administration wants to establish proper disciplinary procedures while maintaining positive employee relations.
Discuss disciplinary issues in organizations and explain disciplinary actions that management can take. | CO1, 4 PO2, 5 |
| b. At Life Bridge Hospital, employees have complained that the appraisal system is unfair and based mainly on supervisor opinion. Nurses feel that their hard work is not properly recognized, while some employees believe favouritism affects promotions and salary increments.
Explain the traditional methods of performance appraisal and evaluate their suitability for hospitals. | CO1, 3 PO1, 2, 5 |
| c. Mr. Swaminathan is always confused and claims that there is no proper guideline on dos and don'ts of his job and that his work is not recognized by his manager. His request for a clear agenda of his work has also been turned down. He claimed that the chief human resource manager has instructed him to simply obey the manager. However, his colleagues advise him to continue as everyone is in the same confusion.
i) Discuss the issues in the situation. (5 marks)
ii) Provide suggestions for resolving these issues. (10 marks) | CO1, 5 PO2, 4, 5 |