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## THIRD SEMESTER MASTER IN HOSPITAL ADMINISTRATION DEGREE EXAMINATION – DECEMBER 2016

SUBJECT: MHA – 621: HUMAN RESOURCES MANAGEMENT IN HEALTHCARE (REGULAR)

Monday, December 12, 2016

Time: 10:00 - 13:00 Hrs.

Maximum Marks: 80

## Answer ALL questions.

## SECTION - A (Long Essay Questions)

- 1. What are the objectives of Human Resources Planning? Narrate the scope of HR Planning in a healthcare management system of a hospital.
- 2. Define the different terms Job analysis, job description, job specification, job classification, Job Evaluation, with one merit and de-merit of each.

 $(15 \text{ marks} \times 2 = 30 \text{ marks})$ 

## Section - B (Short Essay Questions)

- 3. Migration of work force its impact on human resources planning.
- 4. Identify one Selection process and discuss any two Selection Tests.
- 5. Nurse: Bed ratio in Casualty, ICU, Medical Ward, Surgical Ward, NICU.
- 6. Importance of Performance appraisal to an organisation. Discuss 360° appraisal system.
- 7. Types of Incentives given in an organisation and merits of Incentive system.

 $(10 \text{ marks} \times 5 = 50 \text{ marks})$ 

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THIRD SEMESTER MASTER IN HOSPITAL ADMINISTRATION DEGREE EXAMINATION – DECEMBER 2016

SUBJECT: MHA – 623: INDUSTRIAL RELATIONS IN HEALTHCARE (REGULAR)

Tuesday, December 13, 2016

Time: 10:00 - 13:00 Hrs.

Maximum Marks: 80

## SECTION - A (Long Essay Questions)

## 1. Long Essay Questions:

1A. With regard to Disciplinary action, discuss the forms of punishment in detail.

(15 marks)

1B. With regard to the Industrial disputes act, list the authorities named for purposes of investigation and settlement of disputes. Discuss Works committees.

(8+7 = 15 marks)

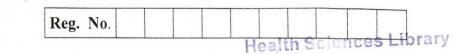
## Section - B (Short Essay Questions)

## 2. Short essay questions:

- 2A. List the essential prerequisites of collective bargaining. Discuss the process of negotiating a settlement.
- 2B. Adjudication.
- 2C. Frame a model enquiry letter.
- 2D. Salient features of the Trade Union (Amendment) Act, 2001.
- 2E. Confederation of Indian Industries.

 $(10 \text{ marks} \times 5 = 50 \text{ marks})$ 

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## THIRD SEMESTER MASTER IN HOSPITAL ADMINISTRATION DEGREE EXAMINATION – DECEMBER 2016

SUBJECT: MHA – 625: MARKETING MANAGEMENT IN HEALTHCARE (REGULAR)

Wednesday, December 14, 2016

Time: 10:00 - 13:00 Hrs.

Maximum Marks: 80

## & Write neatly and legibly.

## PART – A

## 1. Attempt all of the following questions:

1A. Discuss the process involved in arriving at the price for a product or service.

1B. Detail the purchase procedure followed by a customer for purchase of a Motor bike.

 $(15 \text{ marks} \times 2 = 30 \text{ marks})$ 

## PART-B

## 2. Attempt all of the following questions:

- 2A. Critically examine the role played by the TPA's in implementing health insurance schemes?
- 2B. What is customer perceived value? How does this affect customer satisfaction?
- 2C. Detail the Extended Marketing Mix from Services perspective.
- 2D. Describe the various gaps that could exist in services quality.
- 2E. What are the points to be considered while making a data collection instrument for marketing research?

 $(10 \text{ marks} \times 5 = 50 \text{ marks})$ 

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## THIRD SEMESTER MASTER IN HOSPITAL ADMINISTRATION DEGREE EXAMINATION – DECEMBER 2016

SUBJECT: MHA – 627: MATERIALS MANAGEMENT IN HEALTHCARE (REGULAR)

Thursday, December 15, 2016

Time: 10:00 - 13:00 Hrs.

Maximum Marks: 80

#### SECTION - A

#### 1. Long Essay Questions:

- 1A. Inventory management is an important role of a material manager. Classify various inventories in a hospital store. Explain with an example, use of one Operation Research technique in material management.
- 1B. Classify equipment in hospital. Importance of equipment audit in a hospital.

 $(15 \text{ marks} \times 2 = 30 \text{ marks})$ 

## SECTION - B

#### 2. Short Essay Questions:

- 2A. Types of hospital stores
- 2B. Types of indents
- 2C. Job description of staff in stores
- 2D. Essentials of stores design
- 2E. Purchase cycle

 $(10 \text{ marks} \times 5 = 50 \text{ marks})$