

AU-1666

M.B.A. Semester—IV Examination
HUMAN RESOURCE MANAGEMENT FOR HEALTH CARE
Paper—MBA/4502/HC

Time : Three Hours]

[Maximum Marks : 70

Note :—(1) Attempt **ALL** questions.

(2) Figures to the right indicate marks to questions.

SECTION—A

1. (a) What is Human Resource management in health care ? Explain various Human Resource issues normally a healthcare set up faces. 14

OR

- (b) Write in detail about manpower planning. Explain the advantages and disadvantages of manpower planning. 14

SECTION—B

2. (a) 'Induction, orientation and training employees develop a relation with the organisation.' Comment. 7
- (b) Give an overview of the methods of recruitment and selection in a health care organisation for Wockhardt Hospital. 7

OR

- (c) What is job analysis ? Explain job description and job specification. 7
- (d) How can one develop his skills in an organisation while working ? How can managers help in this ? 7
3. (a) What is Performance Appraisal system ? How does it boost employee morale ? 7
- (b) What is career planning ? How would you make career plan for freshers in your company ? 7

OR

- (c) What do you mean by annual confidential reports ? 7
- (d) As a manager how can you handle career development of employees for Lilavati Hospital ? 7

SECTION—C

4. (a) What are the business ethics ? How are ethics important in Healthcare Organisation ? 7
(b) What is collective bargaining ? Why is it given so much importance ? 7

OR

- (c) Why is impartiality, neutrality and integrity important in healthcare organisation ? 7
(d) What are the types of legal issues affecting healthcare ? 7

SECTION—D

5. John is the HR Manager of MNC Healthcare Company. Employees working under John are unhappy with the compensation provided by the MNC Health Care Company. The Insurance and other benefits provided by the company are also found not much beneficial to the employees of MNC Health Care Company.

Now John is thinking to give some recommendation to his company for making special Health Care benefits with accruals for the employees working in MNC Health Care Company.

Questions :

- (a) Analyse the Case. 7
(b) What do you think, what recommendation should be given by John to his Company for Special Health benefits to be provided to the employees of MNC Health Care Company ? 7