

**Total No. of Pages:** 1

**7572**

Register Number:

Name of the Candidate:

**P.G DIPLOMA EXAMINATION, December 2014**

**(HOSPITAL MANAGEMENT)**

**130: HUMAN RESOURCE MANAGEMENT**

Time: Three hours

Maximum: 100 marks

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**Answer any FIVE questions**

**(5 × 20 = 100)**

1. Explain the process of HRP with the help of a diagram.
2. What are the different types of training conducted for nursing staff? – Explain.
3. “Accurate appraisal performance is very difficult”. Do you agree with this? – Explain. What are the pitfalls in effective appraisal system and how can these be overcome?
4. Enumerate the arguments for and against the use of seniority and merit as the basis for promotion.
5. Describe the grievance redressal procedures followed in Indian hospitals.
6. State the guiding principles for disciplining an employee.
7. Explain the constituents of working conditions.
8. Explain the significance of communication in personnel management.
9. What are the sources of frustration? What will you suggest, as a manager, to reduce employee frustration?
10. Describe the benefits of training.

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