Rajiv Gandhi University of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 04-May-2026

Time: Three Hours **Max. Marks: 100 Marks**

HOSPITAL ADMINISTRATION

Human Resource Management & Industrial Relations

PAPER-I - (RS-5)

Q.P. CODE: 8738

Your answers should be specific to the questions asked
Draw neat, labeled diagrams wherever necessary

10 x 10 = 100 Marks

Answer All The Questions

1. What is the importance of human resource management?
2. What is job analysis? Explain the process involved in job analysis
3. Explain the process involved in recruitment and selection
4. Explain the need for training and its impact
5. Explain the different types of performance appraisal
6. **Consequences of employee stress on work environment**
7. **Write note on employee provident fund act**
   Or
   Write a note on minimum wages act and payment of wages act 1936.
8. Explain disciplinary policy. What is the disciplinary procedure?
9. What is remuneration? Explain various types of remuneration
10. What are the qualities and competency requirements of HRD mangers

.....

Rajiv Gandhi University of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 06-May-2026

Time: Three Hours **Max. Marks: 100 Marks**

HOSPITAL ADMINISTRATION
Public Relations and Marketing Management in Health Care
PAPER-II (RS-5)
Q.P. CODE: 8739

Your answers should be specific to the questions asked
Draw neat, labeled diagrams wherever necessary

Answer All The Questions **10 x 10 = 100 Marks**

1. Explain the elements that affect customer behaviour in detail and how they differ in services vs products

2. **What is service marketing and explain different strategies used in insurance marketing?**

3. Define the term "Promotional mix" and consider how it applies to the health care business. Create a promotional mix for a 100-bed corporate hospital as well

4. Explain the "New product development" process in detail

5. Describe the many elements that influence distribution channel design

6. PLC (Product Life Cycle) is a term that refers to the life cycle of a product. For a standardized product, draw and explain a PLC

7. What variable play a role in pricing decisions? Give a detailed explanation

8. With appropriate business examples, explain the "Extended Ps" of the marketing mix

9. What are the requirements for public relations specialists working in the healthcare industry? Describe the role of public relations specialists at the hospital's engagement with the outside world

10. Describe the price strategy for new products

*****

Rajiv Gandhi University of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 08-May-2026

Time: Three Hours **Max. Marks: 100 Marks**

HOSPITAL ADMINISTRATION

Legal Aspects in Health Care and Business Ethics

PAPER-III (RS-5)

Q.P. CODE: 8740

Your answers should be specific to the questions asked
Draw neat, labeled diagrams wherever necessary

Answer All The Questions **10 x 10 = 100 Marks**

1. Write a note on essentials of a valid Contract. Can you enter into a contract with a minor and what are the drawbacks of entering into a contract with a minor?

2. Why is it important to have regulations on Medical Termination of Pregnancy? Explain the main provisions of the act guiding termination of pregnancy in India.

3. What are the benefits to the employees as per ESI act? What is Trade Union?

4. Write a note on Pharmaceutical Price Control in India.

5. What is Bio Medical Research? Write a note on ICMR.

6. Explain Pre Conception Pre Natal Diagnostics Test act.

7. Explain the act governing Transplantation of Human Organs in India.

8. Write a note on sources of Law. Define Contract.

9. Write a note on proprietorship, partnership and Limited Liability Company.

10. Who is a Consumer? What are the important provisions of Consumer Protection Act.

*****

Rajiv Gandhi University of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 11-May-2026

Time: Three Hours **Max. Marks: 100**

HOSPITAL ADMINISTRATION
Quality Management in Health Care
PAPER-IV (RS-5)
Q.P. CODE: 8741

Your answers should be specific to the questions asked
Draw neat, labeled diagrams wherever necessary

Answer All The Questions **10 x 10 = 100 Marks**

1. Write a note on various National and International accreditation bodies
2. Discuss the significance of various audits in healthcare
3. Discuss the factors influencing patient satisfaction survey, process of conducting it and its importance in improving service quality
4. Briefly explain 5S and Value stream mapping for quality improvement
5. How do you categorize incident types by level of harm? Explain the critical incident reporting system in a hospital
6. What is Root cause analysis? What are the tools that can be used to do root cause analysis?
7. Write a note on:
   a. Mortality review
   b. Audit team duties
8. Elaborate the role of infection control committee in quality improvement
9. Explain the concept of patient safety. Write a note on patient safety situations causing concern in a hospital
10. Define quality and what are the costs of quality? Write a note on Donabedian's model

*****