



Navrachana University
End Semester Examination
May – 2017
FYMBA – Sem II

Subject Code: HR103

Subject Name: Human Resource Management

Date: 11/05/2017

Time: 1.00 PM to 3.00 PM

Instructions:

- Write new answer on a new page.
- Demonstrate the diagrams and give appropriate examples (if applicable)
- All Questions are compulsory.
- Total marks: 40

Q-1) Case Study

Based on her review of the hospital, Ms. Vinita Baxshi- Vice-President of Medicare Hospital concluded that one of the first matters she had to attend is to develop Job descriptions for her Medical superintendent.

As Vinita tells it, her lessons regarding job descriptions in her basic Management and HR Management courses were insufficient to convince her of the pivotal role job description actually play in the smooth functioning of an enterprise. Many times during her first few weeks on the job, Vinita found herself asking her Medical superintendent why he was violating what she knew to be recommended company policies and procedures. Repeatedly, the answers were either 'Because I don't know it was job' or 'Because I don't know that was the way we were supposed to do it'.

Vinita knew that a job description along with a set of standards and procedures that specified what was to be done and how to do it would go a long way towards alleviating the problem.

In general, Medical superintendent is responsible for developing and implement organizational policies and procedures for the facility or medical unit, Establish objectives for units, Plan implement and administer program in a health care, consult with medical, business, and community groups to discuss service problems, inspect facilities, ensuring compliances to access, safety, and sanitation regulations , Inspecting inpatient beds, facilities Develop and maintain computerized record management systems to store and process data such as personnel activities and information, and to produce reports, Direct, supervise and evaluate work activities of medical, nursing, technical, clerical, service, maintenance, and other personnel, Direct or conduct recruitment, hiring and training of personnel, Establish work schedules and assignments for staff, according to workload, space and equipment availability. Prepare activity reports to inform management of the status and implementation plans of programs, services, and quality initiatives. Maintain awareness of advances in medicine, computerized diagnostic and treatment equipment, data processing technology, government regulations, health insurance changes, and financing options. Maintain communication between governing boards, medical staff, and

department heads by attending board meetings and coordinating interdepartmental functioning. Review and analyze facility activities and data to aid planning and cash and risk management and to improve service utilization.

Answer the following questions which can help Ms. Vinita Baxshi :

- 1) What should be the Final format of Job description for **Medical superintendent?** (04)
- 2) **Develop Performance Management System for Medical superintendent** (08 Marks)
- 3) **Develop Job Evaluation Process for Medical superintendent.** (08 Marks)

Q-2) Discuss in detail regarding Compensation Management and calculate the given questions:-
(4 marks)

2-1) **Based on following detail what should be amount of Employee PF contribution per month and also calculate the annual PF collection.** (3 Marks)

CTC – Rs. 55,000 per month

Basic – 55% of CTC

DA – 114% of Basic

HRA – 30% of Basic

LTA – 15% of Basic

2-2) **Based on following detail what should be the amount of Monthly Net Pay (In-hand Salary per month) and Annual CTC.** Calculate Gratuity of this employee who have served 7 years. (3+3+3 Marks)

Monthly Earnings:

1. Basic – Rs. 25,000 per month
2. DA – 114% of Basic
3. HRA – 40% of Basic
4. LTA – 10% of Basic
5. Conveyance Allowance – Rs. 2,000 per month
6. Medical Allowance – Rs. 1,500 per month
7. Special Allowance – 5% of Basic Pay

8. Education Allowance – Rs. 500 per month
9. Telephone Reimbursement – Rs. 1,000 per month
10. Employer P.F Contribution at 15000/- Basic

Monthly Deductions:

1. P.F.
2. Gratuity
3. Professional Tax – Rs. 200 per month

Q-3) What is Conflict Resolution? And what is prescribed in the Industrial Dispute Act-1947 regarding Conflict Resolution?
(4 Marks)