

IV Semester M.S.W. Degree Examination, February 2006
CC IV (Paper I) : HUMAN RESOURCES DEVELOPMENT IN HUMAN
SERVICE ORGANISATION

Time: 3 Hours

Max. Marks : 80

PART – I

Answer any **six** of the following :

1. Need Hierarchy.
2. Organisational conflict.
3. Induction.
4. Promotion policy.
5. Theory 'x' and theory 'y'.
6. Grievance handling.
7. Staff Association.
8. Collective Bargaining.
9. Retrenchment.

(6×3=18)

PART – II

Answer any **five** of the following :

10. What are the advantages of internal sources of recruitment ?
11. Manpower planning is an important area in HSO's—Illustrate.
12. Effective communication is vital for management. Elucidate.
13. Explain the importance of training program and evaluate the various methods of training.
14. Outline the main features of a good advertisement. Prepare an advertisement for a job in an industry.

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15. Describe the methods of performance appraisal.
16. What do you mean by employee service programme?
17. What is positive re-inforcement? How does this result in behaviour changes in a desired direction in HSO's? (5×6=30)

PART – III

Answer any **two** of the following :

18. How conflicts arise? Write a critical note on various conflict resolution strategies.
19. Critically analyse the implementation of social security schemes in India.
20. What do you mean by industrial dispute? Explain the various methods of dispute settlement in industrial setting. (2×16=32)