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M 14842

Reg. No. :

Name :



IV Semester M.S.W. Degree Examination, July 2008
CCIV Paper – I : HUMAN RESOURCE DEVELOPMENT IN HUMAN SERVICE ORGANISATION

Time : 3 Hours

Max. Marks: 80

PART – I

Answer **any six** of the following. Write short notes :

1. Staff welfare.
2. Eustress.
3. Organisational peace.
4. Work culture.
5. Job satisfaction.
6. Social security.
7. Staff Association.
8. Performance Appraisal.
9. Trade Union.

(6×3=18)

P.T.O.



PART – II

Answer **any five** of the following.

10. What is Man Power Planning ? Explain its various steps.
11. What is job stress ? Explain the techniques to manage stress.
12. Illustrate the administrative structure and functions of any human service organisation.
13. Discuss the strategies to manage grievances in an organisation.
14. What is 'Motivation' ? Explain any one theory of Motivation.
15. What is 'Leadership' ? Explain with the help of a theory.
16. Explain the various training methods in an organisation.
17. Discuss and evaluate various social security schemes in an organisation. (5×6=30)

PART – III

Answer **any two** of the following.

18. Explain the functions of an human resource development department in an organisation.
19. Discuss the scope of employee counselling programme in an organisation.
20. Discuss the managerial issues in human service organisations and suggest measures to tackle. (2×16=32)