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M 14755

Reg. No. : .....

Name : .....

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

Time : 3 Hours

Max. Marks: 80

**PART – I**

1. Wage differential
2. Job evaluation
3. Time and motion study
4. Morale building
5. Human relations
6. Grievance handling
7. Domestic enquiry
8. Employee counselling
9. Staff welfare.

(6×3=18)

**PART – II**

10. What are the steps involved in conducting a training programme ?
11. Draft a memo for initiating disciplinary action against an employee.
12. Distinguish between fair wage, living wage and minimum wage.
13. What is standing orders ? What are misconduct under standing orders ?

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14. Explain the types of transfer.
15. Explain wage and salary administration.
16. Distinguish between recruitment and selection. What are the steps involved in selection ?
17. What is industrial dispute ? What are the mechanisms for resolving it ? (5×6=30)

PART – III

18. What is meant by 'right man for the right job' ? How do job analysis help in achieving it ?
  19. Explain the role and functions of personnel department in an organisation. What are the challenges facing HR managers ?
  20. Examine the relation between motivation, morale and productivity. (2×16=32)
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