



M 16290

Reg. No. :

Name :

Fourth Semester M.S.W. Degree Examination, July 2009
CC IV Paper – I : HUMAN RESOURCE DEVELOPMENT IN
HUMAN SERVICE ORGANISATIONS

Time : 3 Hours

Max. Marks : 80

PART – I

Answer **any six** of the following :

Write short notes :

1. Morale
2. Conflict
3. Grievances
4. Employee counselling
5. Capacity building
6. Compensation
7. Quality circles
8. Burn-out
9. Recruitment.

(6×3=18)

PART – II

Answer **any five** of the following :

10. Discuss the importance of performance appraisal.
11. Write a note on stress management.
12. Explain any two theories of leadership.
13. Write a note on disciplinary procedures in an organisation.
14. Explain social security programmes of an organisation.

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15. Explain staff welfare programmes in an organisation.
16. What are the strategies for reducing staff turnover in an organisation ?
17. Explain the characteristics of a human service organisation. (5×6=30)

PART – III

Answer **any two** of the following :

18. Discuss the strategies for training need analysis in an organisation. Explain the various training methods.
19. What is motivation ? Explain the concept using various theories.
20. Discuss the skills required for a human resource manager in human service organisations. (2×16=32)