

Reg. No. :

Name :

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M 12051

Fourth Semester M.S.W. Degree Examination, June 2006

**Paper – CCIV I : HUMAN RESOURCES DEVELOPMENT IN
HUMAN SERVICE ORGANISATION**

Time: 3 Hours

Max. Marks: 80

PART – I

1. Performance appraisal
2. Stress management
3. Grievance handling
4. Fringe benefits
5. Communication barriers
6. Techniques to increase motivation
7. Determinants of high morale
8. Objectives of promotion
9. Essentials of good disciplinary system
10. Sources of recruitment
11. Leadership role in HSR
12. Man power planning.



(8×3=24)

PART – II

13. Explain the importance of job description to the employee.
14. Describe the various methods of supervisory training with their relative merits and demerits.
15. Briefly describe the essentials and principles of a sound communication system.
16. Discuss in brief the relationship between morale and productivity.

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17. What is transfer ? What are its purpose ? Discuss the various reasons for initiating transfers.
18. "The quality of leadership is dependent on how the leader views the future and what kind of strategies he follows" – Define.
19. Counseling is an art "- justify.
20. Briefly describe the stages and tasks involved in disciplinary action. (5×6=30)

PART – III

21. Describe the importance of human factor in personnel management . What are the functions and areas of personnel management department ?
22. "A good personnel manager is no longer just a hirer and firer of men" – Explain .
23. Write an essay on – " Training is an important mechanism for human resource development" (2×13=26)



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