



**M 17919**

Reg. No. : .....

Name : .....



**IV Semester M.S.W. Degree Examination, June 2010**  
**CC IV – Paper – I : HUMAN RESOURCE DEVELOPMENT IN HUMAN**  
**SERVICE ORGANISATION**

Time : 3 Hours

Max. Marks : 80

**PART – I**

Answer **any 6** of the following. **Each** question carries **3** marks.

**(6×3=18)**

1. Interview
2. Group dynamics
3. Vestibule training
4. Discipline
5. Disablement benefit
6. Internal mobility
7. Vertical communication
8. Picketing
9. Autocratic leadership style.

**PART – II**

Answer **any 5** of the following. **Each** question carries **6** marks.

**(5×6=30)**

10. What are the advantages of external recruitment ?
11. How do you think member expectations might affect team performance ?
12. What are the qualities required of a good leader ?
13. How can training programmes reduce the extent of labour turnover ?
14. Differentiate between positive and negative disciplinary methods.

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15. What are the characteristics of organisational relations ?
16. Explain the concept of employee welfare.
17. What are the types of trade unions found in India ?

## PART – III

Answer **any 2** of the following. **Each** question carries **16** marks.

(2×16=32)

18. What do you mean by performance appraisal ? Describe the methods used for carrying out performance appraisal in human service organisation.
19. Explain any five theories of employee motivation.
20. What are the off-the-job training methods used in organisations ? Explain with the help of examples.

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