



M 19249

Reg. No. :

Name :

IV Semester M.S.W. Degree (Regular/Supplementary) Examination, June 2011
(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. Scientific management
2. Employee morale
3. Grievance
4. Social security
5. Training
6. Occupational stress
7. Induction
8. Industrial dispute
9. Employee counselling.

PART – II

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

(5×6=30)

10. What are internal sources of recruitment ?
11. Briefly explain the barriers to effective communication.
12. Formation of staff association is essential for the development of an organisation. Justify.

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13. Differentiate between training and learning.
14. Differentiate between arbitration and adjudication.
15. Explain the operative functions of an HR manager.
16. What are the various types of power ?
17. Explain the process of supply forecasting in manpower planning.

PART – III

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

(2×16=32)

18. Describe the various forms of industrial conflict found in India.
 19. Explain in detail the process of identifying training needs of employees.
 20. Social security benefits have grown in strategic importance to employees. Justify.
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