



M 21528

Reg. No. :

Name :

IV Semester M.S.W. Degree (Reg./Sup.) Examination, June 2012
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. Selection
2. Grapevine Communication
3. Training needs analysis
4. Employee separation
5. Job satisfaction
6. Power
7. Organisational Relations
8. Lightning strike
9. Occupational hazards.

PART – II

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

(5×6=30)

10. What are the methods adopted by organisations to evaluate training programmes ?
11. What is the importance of carrying out medical examination while recruiting a person ?
12. Explain the process of communication.
13. Explain Vroom's expectancy theory of motivation.

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14. Differentiate between strike and lock out.
15. Briefly state the importance of providing employee stock ownership programme for employees.
16. What are the methods of preventing grievances in organisations ?
17. Suggest measures to tackle occupational stress.

PART – III

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

(2×16=32)

18. Explain the various methods of carrying out performance appraisal of employees.
19. Examine the relationship between job satisfaction and performance. What are the organisational factors influencing job satisfaction of employees.
20. Explain the various employee service programmes carried out in organisations.