



M 23453

Reg. No. :

Name :



IV Semester M.S.W. (Regular/Supplementary) Degree

Examination, June 2013

**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. Charge Sheet
2. Craft Union
3. Group Dynamics
4. Grievance
5. Manpower Planning
6. Reward Power
7. Walk-in-Interview
8. Transformational Leaders
9. Human Service Organisation.

PART – II

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

(5×6=30)

10. Briefly explain the major sources of recruitment and their advantages.

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11. Differentiate between authority and power. What are the various types of power ?
12. What is Counselling ? Explain the need for pre-retirement counselling.
13. Explain the principles of natural justice.
14. What is the procedure for registering a Trade Union ?
15. What is a dispute ? Who can raise an industrial dispute ?
16. What are the different methods of identifying training needs ?
17. How to manage stress ?

PART – III

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

(2×16=32)

18. Explain in detail the steps in scientific selection of human resource.
 19. How to improve the morale of people who experience poor morale ?
 20. What are the causes and consequences of industrial dispute ?
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