



M 25295

Reg. No. :

Name :

IV Semester M.S.W. Degree (Reg./Sup.) Examination, June 2014
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. Business organisation.
2. Stress interview.
3. Medical Examination.
4. Human Resource Inventory.
5. Coercive power.
6. Transactional leaders.
7. Complaint and grievance.
8. Show cause notice.
9. Wage and salary.

PART – II

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

(5×6=30)

10. Differentiate between HSO and business organisation.
11. What are the advantages of external source of recruitment ?

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12. Differentiate between induction and follow up.
13. Explain the step ladder approach in grievance handling.
14. What are the legal implications of registering a trade union ?
15. Differentiate between conciliation and board of conciliation.
16. What are the different training methods used in supervisory training ?
17. What are the factors that affect for satisfaction ?

PART – III

Answer **any 2** of the following. **Each** question carries **16** marks. **(2×16=32)**

18. Discuss in detail various theories of leadership.
 19. Suggest a 3 day training programme for field level workers to enhance their motivation.
 20. How to handle conflicts and stress ?
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