



M 27668

Reg. No. :

Name :

IV Semester M.S.W. Degree (Reg./Sup.) Examination, June 2015
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. Charismatic leaders
2. Dispute
3. Depth interview
4. Referent power
5. Ratio-trend analysis
6. Non-Governmental organisation
7. Social security
8. Preliminary enquiry
9. Staff association.

PART – II

Answer **any five** of the following. **Each** question carries **6** marks. **(5×6=30)**

10. Explain the techniques used in man power planning.
11. What are the different types of selection interviews ?
12. Define legal strike and explain their conditions.



13. Explain the procedure for domestic enquiry.
14. What are the types of funds of a trade union ? List out the sources of finance of a union.
15. What are the physical barriers to communication ?
16. Describe the factors that affect morale.
17. What are the different methods of performance appraisal ?

PART – III

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

(2×16=32)

18. Explain with examples any two theories of motivation.
 19. What are the different techniques used in performance appraisal ? Why should there be appraisal ?
 20. Comment on the various employee welfare schemes of HSOs.
-