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Name.....

Reg. No..... 5095

FOURTH SEMESTER M.S.W. DEGREE EXAMINATION
SEPTEMBER/OCTOBER 2005

5/10/200

Social Work - CC IV

Paper I - HUMAN RESOURCE DEVELOPMENT IN
HUMAN SERVICE ORGANISATION

Time : Three Hours

Maximum : 80 Marks

Part I

Answer any **six** questions.

All questions carry equal marks.

Answer to a question should not exceed 100 words.

Write notes on:

1. Sources of recruitment.
2. Employment interview.
3. Induction as part of training.
4. Compensation.
5. Transfer.
6. Promotion.
7. Retirement.
8. Disciplinary procedures.
9. Employee counseling.



(6 × 3 = 18 marks)

Part II

Answer any **five** questions.

All questions carry equal marks.

Answer to a question should not exceed 200 words.

10. Explain job satisfaction and factors of job satisfaction.
11. Define the term "Employee grievance". Suggest a suitable set-up for handling them.
12. Briefly indicate how a strike situation is to be handled by the management.
13. According to a prominent social scientist, "trade union is a necessary evil." Do you agree with this opinion?

Turn over

14. "Conflict is inherent in the bargaining relationship between the employer and the employee." Discuss.
15. What is meant by Performance Appraisal? Point out its objectives and importance.
16. How will you identify the training needs of employees in a Human Service Organisation? *malvi*
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17. Discuss the different training methods. (5 × 6 = 30 marks)

Part III

Answer any two questions.

All questions carry equal marks.

Answer to a question should not exceed 900 words.

18. Define "Personal Management". Discuss its objectives and functions in Human Service Organisation.
19. Describe the various theories of motivation.
20. Enumerate and explain the usual psychological tests for assessing the suitability of candidates for jobs in a Human Service Organisation. Illustrate.

(2 × 16 = 32 marks)

