

**Postgraduate End Semester-II Examination, 2021  
Social Work**

**Course Title: Human Resource Management and Organizational Behaviour**

**Course Code: PG/SW/203/C  
Course ID: 22853**

**Time: 3 hours**

**Full Marks: 80**

*Candidates are required to give their answers in their own words as far as practicable. The figures in the right-hand side of the margin indicate marks.*

**Answer any five from the following questions:**

**16X5=80**

1. Define Human Resource Management (HRM) and Personnel Management (PM). Explain the major needs, objectives, functions and scope of HRM. 4+12=16
2. Why is 'Workers' Participation in Management (WPM) a bipartite approach? Discuss the various forms of WPM in India. 6+10=16
3. Define recruitment and selection. Discuss the advantages and disadvantages of recruitment process. 3+3+5+5=16
4. Analyze critically the role of Human Resource Planning (HRP) for effective management practice. Describe why and how HRP is important in an organization? 12+4=16
5. Elucidate the role of industrial social worker in dealing with the problems of alcoholism and absenteeism. Does industrial counsellor play an important role in alleviating this problem? Illustrate with an appropriate example. 8+8=16
6. What do you mean by induction and placement? Illuminate how training and development enhance employee performance. Discuss 'on the job training' as followed in Indian industries. 4+4+8=16
7. Differentiate between grievance and complaint. Explain the major sources of grievances. Describe the various steps followed in handling grievances. 4+6+6=16

8. Write short notes on any two of the following topics:

**8X2=16**

- a. Performance appraisal system
- b. Occupational stress
- c. Motivation and morale
- d. Organizational behaviour