

M.S.W 2nd Semester Examination, 2022
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

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

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

16X5=80

1. Define Human Resource Management (HRM) and Personnel Management (PM). Explain the needs and objectives of HRM. Explain the managerial and operative functions of HRM

4+6+6=16

2. Define recruitment and selection. Discuss the various steps followed in selection process.

4+12=16

3. Differentiate between grievance and complaint. Explain the major causes of grievance. Describe the various steps followed in handling grievances.

4+6+6=16

4. Explain the concepts of training and development. Why training and development is important in Indian organizations. Discuss off the job training.

3+3+6+4=16

5. Why is 'Workers' Participation in Management (WPM) a bipartite approach? Analyze critically the levels and forms of (WPM).

4+6+6=16

6. Write a critical note on employee morale and motivation.

8+8=16

7. Analyze critically the role of Performance Appraisal (PA) for effective management practice. Describe why and how PA is important in an organization?

12+4=16

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

8X2=16

- a. Employee counselling
- b. Sources of recruitment
- c. Trade union leader vs HR manager.
- d. Social assistance and social security