

**PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)**

**MSW DEGREE EXAMINATION MAY 2018  
(Fourth Semester)**

Branch – **SOCIAL WORK**

**HUMAN RESOURCE MANAGEMENT &  
HUMAN RESOURCE DEVELOPMENT**

Time: Three Hours

Maximum: 75 Marks

Answer **ALL** questions

**ALL** questions carry **EQUAL** marks (5 x 15 = 75)

1 a Describe the evolutionary concepts of HRM and its role in changing environmental scenario.

OR

b Examine the goals and functions of Human Resource Development.

2 a Give a detailed account on the steps involved in selection process.

OR

b Discuss and evaluate the status and techniques of training in organizations with suitable examples.

3 a Explain the internal and external factors considered while deciding compensation.

OR

b Describe the objectives and advantages of 360 degree feedback.

4 a Highlight the characteristics of Quality Circles and discuss the structural organization required to successfully implement the concept.

OR

b Explain how does implementation of ISO 9000 QMS encourage transparency and accountability? Describe the requirements of ISO 9001.

5 a Elucidate the importance of IT and HR managers in the present scenario and specify its problems and possible solutions during IT adoption efforts in an organization.

OR

b Analyze the methods for valuation of human assets.

Z-Z-Z

END