

FOURTH SEMESTER M.S.W. DEGREE EXAMINATION, JUNE 2018

(CUCSS)

M.S.W.

SW 4C 19—ADMINISTRATION OF HUMAN SERVICE ORGANIZATIONS

(2015 Admissions)

Time : Three Hours

Maximum : 36 Weightage

Part A*Answer all questions.**Each question carries 1 weightage.**Answer to each question should not exceed 50 words.*

1. Organization.
2. Social welfare administration.
3. Social marketing.
4. Voluntary organization.
5. Human Resource Management.
6. Compensation.
7. Organizational behaviour.
8. Conflict.
9. Employee relations.
10. Alcoholism.

(10 × 1 = 10 weightage)

Part B*Answer any six questions.**Each question carries 3 weightage.**Answer to each question should not exceed 300 words.*

11. Explain the concept of management
12. What are the basic elements in administration ?
13. Explain the concept and techniques of fund raising.

Turn over

14. What are the characteristics of Human Service organizations ?
15. What are the roles of an HR Manager ?
16. Explain the concepts of training and development and bring out the differences between them.
17. What do you mean by occupational stress ?
18. Explain trait theory of leadership.
19. What is grievance redressal ?

(6 × 3 = 18 weightage)

Part C

Answer any two questions.

Each question carries 4 weightage.

Answer to each question should not exceed 800 words.

20. Describe the differences between bureaucratic and human relations models of organisational management.
21. What do you mean by corporate social responsibility ?
22. What is the significance of human resource management in a voluntary organisation ?
23. Describe the different theories of leadership applicable to a human relations organisation.

(2 × 4 = 8 weightage)