

FOURTH SEMESTER M.S.W. DEGREE EXAMINATION, JUNE 2019

(CUCSS—PG)

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.*

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|-------------------------------------|-------------------------------|
| 1. Administration. | 2. Organizational Management. |
| 3. Corporate social responsibility. | 4. Networking. |
| 5. International HRM. | 6. Development. |
| 7. Organizational development. | 8. Stress. |
| 9. Downsizing. | 10. Employee turnover. |

(10 × 1 = 10 weightage)

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

1. Explain the concept of organization.
2. Describe social welfare administration as a method of social work.
3. Explain the role of voluntary organizations in a welfare state.
4. What do you mean by registering an organization and what are the advantages ?
5. Delineate the differences between training and development.
6. What do you mean by employee counselling ?
7. What is conflict management ?

Turn over

18. Explain behavioural theories of leadership.
19. Describe employee welfare and social security schemes of a human relations organization.

(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. What are the major programmes of Ministry of Women and Child development ?
21. What are the advantages of registering an organisation ? Describe the steps in registering an organisation.
22. State the importance of human resource planning in a voluntary organisation.
23. State the importance of employee relations and grievance redressal in a human service organisation.

(2 × 4 = 8 weightage)