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(Pages : 2)

Name.....

Reg. No.....

FOURTH SEMESTER M.S.W. DEGREE EXAMINATION, JUNE 2017

(CUCSS)

Social Work

SW 4C 19—ADMINISTRATION OF HUMAN SERVICE ORGANIZATIONS

(2015 Admissions)

Time : Three Hours

Maximum : 36 Weightage

Part A

Answer all questions.

Answer to each question should not exceed 50 words.

Each question carries 1 weightage.

1. Management.
2. Public Administration.
3. Cause related marketing.
4. Public relations.
5. Strategic HRM.
6. Training.
7. Organizational culture.
8. Morale.
9. Grievance redressal.
10. Absenteeism.

(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 administration.
12. What do you mean by organizational management ?
13. What are the functions and principles of voluntary organizations ?
14. What are the different types of organizations ?
15. What do you mean by manpower planning ?

Turn over

16. Explain the concept of employee separation.
17. What is job satisfaction?
18. Explain contingency theory of leadership.
19. What are employee relations ?

(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. Explain the administrative structure and major programmes of central and state social welfare boards.
21. What are the roles of voluntary organisations in a developing country ?
22. Write an essay on manpower planning in a voluntary organisation.
23. Explain the concepts of organisation behaviour and organisational culture and state their importance in a human service organisation.

(2 × 4 = 8 weightage)