

C 22443

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Name.....

Reg. No.....

**FOURTH SEMESTER M.S.W. DEGREE (REGULAR/SUPPLEMENTARY)  
EXAMINATION, APRIL 2022**

(CBCSS)

Master of Social Work

SOW 4C 14—ADMINISTRATION OF HUMAN SERVICE ORGANIZATIONS

(2019 Admission onwards)

Time : Three Hours

Maximum : 30 Weightage

**General Instructions**

1. In cases where choices are provided, students can attend **all** questions in each section.
2. The minimum number of questions to be attended from the Section / Part shall remain the same.
3. The instruction if any, to attend a minimum number of questions from each sub section / sub part / sub division may be ignored.
4. There will be an overall ceiling for each Section / Part that is equivalent to the maximum weightage of the Section / Part.

**Section A***Answer any **four** questions not exceeding 100 words.**Each question carries 2 weightage.*

Write short notes on :

1. Contingency Theory.
2. Absenteeism.
3. Explain Two Factor Theory.
4. What is Conflict Management ?
5. Write a note on Organizational Peace.
6. What is meant by disciplinary action in an organization ?
7. 360 degree Appraisal.

(4 × 2 = 8 weightage)

**Turn over**

**Section B**

Answer any **four** questions not exceeding 300 words.  
Each question carries 3 weightage.

8. What are the major functions of community based organizations.
9. Explain Employee counselling and its process.
10. Write a short note on HRD and service organizations.
11. Elucidate public administration and its importance.
12. Critically analyze the major activities of Social Justice Department in Kerala.
13. Discuss occupational stress.
14. Critically analyze the functions of Central Social Welfare Board.

(4 × 3 = 12)

**Section C**

Answer any **two** questions not exceeding 800 words.  
Each question carries 5 weightage.

15. Illustrate the structure and functions of ministry of welfare.
16. Write an essay on Corporate Social Responsibility and its importance with suitable field.
17. What is Leadership? Explain different styles of leadership with appropriate illustrations service organizations.
18. Critically discuss the major acts related to formation of service societies in India.

(2 × 5 = 10)