

18P430

(Pages: 2)

Name:

Reg. No.....

FOURTH SEMESTER M.S.W. DEGREE EXAMINATION, APRIL 2020

(CUCSS-PG)

CC18P SW4 C19 – ADMINISTRATION OF HUMAN SERVICE ORGANIZATIONS

Social Work

(2018 Admission - Regular)

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. Absenteeism.
2. TQM
3. Grievances.
4. Organizational Behaviour.
5. Lay-off.
6. HRD
7. Central Social Welfare Board.
8. Panchayati raj.
9. Trust Act.
10. Public Administration.

(10 x 1 = 10 Weightage)

PART B

Answer any *six* questions. Each question carries 3 weightage.

Answer to each question should not exceed 300 words

11. Stress management is very important in an organization. Critically comment.
12. Critically analyze the functions of National Social Security Mission.
13. Discuss Social Welfare administration and its application as a method of Social Work.
14. Deliberate the concept of CSR and its importance.
15. Explain the role of HR managers in a development organization.
16. Illustrate any two motivational theory and its application in the work context.
17. Write a short note on various approaches in HRD.
18. Critically examine the role of PRIs in Social Welfare Administration and development.
19. Elucidate different methods of maintaining organizational peace

(6 x 3 = 18 Weightage)

PART C

Answer any *two* questions. Each question carries 4 weightage.

Answer to each question should not exceed 800 words.

20. Discuss performance appraisal and its process with suitable illustrations.
21. Write an essay on HRD and its importance in service organizations.
22. Briefly explain any two acts that help in registration of HSO and its dealings in India.
23. What is Leadership? Briefly explain any two leadership theories and its implications in an organization.

(2 x 4 = 8 Weightage)
