

21P439

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Name:

Reg.No:

FOURTH SEMESTER M.S.W. DEGREE EXAMINATION, APRIL 2023

(CBCSS - PG)

(Regular/Supplementary/Improvement)

CC19P SOW4 C14 - ADMINISTRATION OF HUMAN SERVICE ORGANISATIONS

(Social Work)

(2019 Admission onwards)

Time : 3 Hours

Maximum : 30 Weightage

Part-A

Answer any *four* questions. Each question carries 2 weightage.

1. Explain Planning.
2. What are Community Based Organisations?
3. Explain NULM.
4. Brief note on MGNREGA.
5. Write a note on Performance appraisal.
6. Explain Hierarchy of Needs.
7. Describe employee relations.

(4 × 2 = 8 Weightage)

Part-B

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

8. Explain the registration procedure of voluntary organisations under Society Registration Act.
9. Detail on any four national level NGOs.
10. Detail on the qualities and skills required to an HR professional.
11. Detail on major activities under IHRM.
12. Discuss on the causes of conflict and how can you manage conflict?
13. Detail on TQM and quality circles.
14. Discuss on the causes and effects of Grievances.

(4 × 3 = 12 Weightage)

Part-C

Answer any *two* questions. Each question carries 5 weightage.

15. Discuss on the sturcture and programmes of Kudumbasee.

16. What is employee counselling? Discuss the phases of employee counselling and how is it different from counselling?
17. What is organisational development and discuss its approaches and strategies?
18. Discuss on the various problems in organisations.

(2 × 5 = 10 Weightage)
