

18P430S

(Pages: 2)

Name.....

Reg. No.....

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

(CUCSS-PG)

(Supplementary/Improvement)

CC15P SW4 C19 - ADMINISTRATION OF HUMAN SERVICE ORGANISATION

(Social Wok)

(2015 Admission)

Time:3 Hours.

Maximum: 36 Weightage

Part - A

Answer *all* questions not exceeding 50 words. Each question carries 1 weightage

1. SSWB
2. Fund Raising
3. Social Welfare Administration
4. Quality circles
5. Performance Appraisal
6. Differentiate training and development
7. Lay off
8. Employee separation
9. Organisational culture
10. Morale

(10 x 1 = 10 Weightage)

Part - B

Answer any *six* questions from the following not exceeding 300 words.

Each question carries 3 weightage.

11. Describe Cause Related Marketing.
12. Detail on the different methods employed for conducting a training programme
13. Explain CSR
14. Qualities and skills for HR professional
15. Define social marketing and explain its strategies.
16. Explain the functions and importance of HRM
17. Define occupational stress as a social worker how can you manage stress.
18. Examine the process and approaches of organisational development.
19. What is the meaning, functions and characteristics of Employee Relations.

(6 x 3 = 18 Weightage)

Part - C

Answer any *two* essay from the following not exceeding 800 words.
Each question carries 4 weightage.

20. Briefly describe the process of Administration
21. Elucidate theories of Motivation and explain its application in social work practice.
22. Explain the process of registration of Societies and companies
23. Explain in detail the different problems and strategies to tackle it in any organisation.

(2 x 4 = 8 Weightage)
