

23P437

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Name :

Reg. No :

FOURTH SEMESTER M.S.W. DEGREE EXAMINATION, APRIL 2025

(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 Staffing.
2. Explain characteristics of an NGO.
3. What are the objectives of CSWB?
4. What is Snehitha?
5. Write a note on Performance appraisal.
6. Explain Hierarchy of Needs.
7. Summarise statutory provisions of grievance handling procedure.

(4 × 2 = 8 Weightage)

Part-B

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

8. Discuss on FCRA , its latest amendment and issues related to it.
9. Detail on the programmes of Ministry of Housing and Urban affairs.
10. What is Human Resource Development?
11. What is retrenchment and retirement in employee separation.
12. Explain occupational stress and its management.
13. Detail on TQM and quality circles.
14. Identify various problems in an organisation.

(4 × 3 = 12 Weightage)

Part-C

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

15. Discuss on the role played by PRIs in rural development. Substantiate with your field work experience.

16. What is HRM and detail on the qualities and skills of an MR manager?
17. Detail on the concepts OB, OC and OD.
18. Detail on employee relations, its functions and characteristics.

(2 × 5 = 10 Weightage)
