

**16P429**

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Name.....

Reg.No.....

**FOURTH SEMESTER M.S.W. DEGREE EXAMINATION, MARCH 2018**

(Regular/Supplementary/Improvement)

(CUCSS – PG)

**CC15P SW4 C19–ADMINISTRATION OF HUMAN SERVICE ORGANISATIONS**

(2015 Admission onwards)

Time:Three Hours

Maximum: 36 Weightage

**Part-A**

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

1. Public Administration.
2. Employee Counselling.
3. Performance appraisal.
4. Intrinsic Motivation.
5. Quality circle.
6. Down sizing.
7. Morale.
8. Retrenchment.
9. Burnout.
10. Corporate Social Responsibility.

**(10x1=10weightage)**

**Part -B**

Answer any *six* questions from the following, not exceeding **300** words.  
Each question carries **3** weightage.

11. Explain briefly the basic elements of administration.
12. Write a note on Human Relations Model.
13. What are the various methods of Public Relations.
14. What are the functions of HRM
15. What are the skills required for an HR Manager.
16. Discuss the conflict management strategies in organizations.
17. What are the strategies for Total Quality Management.
18. Explain the Employee Welfare Programmes of an organization you visited.
19. Explain any two theories of leadership.

**(6x3=18 weightage)**

**Part -C**

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

20. Manpower Planning is an important task of HR Managers. Describe the process.
21. Explain the concept 'organisational behaviour' and theories relevant to it.
22. Imparting training is an important task of HR Managers- Explain the tasks involved in it
23. Suppose you are an HR Manager of an organization. how can you understand the level of employees' satisfaction, and discuss the strategies to improve it.

**(2x4=8 weightage)**

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