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(Pages: 2)

Name.....

Reg. No.....

FOURTH SEMESTER M.S.W. DEGREE EXAMINATION, APRIL 2019

(CUCSS – PG)

CC15P SW4 C19 – ADMINISTRATION OF HUMAN SERVICE ORGANISATIONS

(Regular/Improvement/Supplementary)

(2015 Admission onwards)

Time: Three Hours

Maximum: 36 Weightage

Part I

Answer *all* questions. Each question carries 1 weightage.

1. Public Administration.
2. Social Welfare Administration.
3. NGO
4. Trust.
5. Fund raising.
6. Social Marketing.
7. Cause Related Marketing.
8. TQM
9. CSR
10. Absenteeism.

(10 x 1 = 10 Weightage)

Part II

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

11. Differentiate Training and Development.
12. What do you mean by Organizational Management? Explain different approaches to Organizational Management.
13. Explain the concept of IHRM.
14. Discuss the Trait Theory.
15. Explain role of HR Manager in Organization.
16. Explain the Issues of woman affected by sexual harassment in work place.
17. Discuss the HRM Processes.
18. Explain the basic elements in administration.
19. Explain the Performance appraisal. What are the major methods in assessing performance appraisal?

(6 x 3 = 18 Weightage)

Part III

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

20. What are the major theories of Motivation? Explain.
21. What are the roles of Voluntary Organizations in a developing country? Comments.
22. Explain the registration procedure of Voluntary Organization under Society Registration Act.
23. Write an essay on administrative structure and major programmes of CSWB.

(2 x 4 = 8 Weightage)
