

**22P437**

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Name: .....

Reg.No: .....

**FOURTH SEMESTER M.S.W. DEGREE EXAMINATION, APRIL 2024**

(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. What are the Types of NGOs?
2. What do you mean by a Trust?
3. Explain PMAY.
4. Brief note on DDU-GKY.
5. Define HRM.
6. Explain ERG Theory.
7. Summarise statutory provisions of grivance handling procedure.

**(4 × 2 = 8 Weightage)**

**Part-B**

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

8. Define administrataion and detail on its scope.
9. Examine current programmes of Kudumbasree.
10. Detail on performance appraisal.
11. Define employee counselling and its objectives.
12. Describe quality management techniques in an organisation.
13. Explain organisational structure and line staff.
14. Explain employee relations and its chracteristics.

**(4 × 3 = 12 Weightage)**

**Part-C**

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

15. Explain the programmes of CSWB.
16. Explain the CSR and social work relevance of the act.
17. Detail on the concepts OB, OC and OD.
18. Discuss on the various problems in organisations.

**(2 × 5 = 10 Weightage)**

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