

**FORUTH SEMESTER M.S.W. DEGREE EXAMINATION, APRIL 2024  
(Regular/Improvement/Supplementary)**

**SOCIAL WORK  
FSOW4C14 - ADMINISTRATION OF HUMAN SERVICE ORGANISATIONS**

**Time: 3 Hours**

**Maximum Weightage: 30**

**Part A: Answer any *four* questions. Each carries *two* weightage.**

*Write short notes on:*

1. Staffing.
2. Charitable Trust.
3. PRIs.
4. Performance appraisal.
5. Organizational behavior.
6. Leadership.
7. Social Security.

**(4 × 2 = 8 weightage)**

**Part B: Answer any *four* questions. Each carries *three* weightage.**

8. Explain the characteristics of voluntary organizations.
9. Describe the functions of Central Social Welfare Board.
10. Narrate the qualities and skills of HR professionals.
11. Explain the relevance of motivation in work context.
12. Suggest the ways to maintain organizational peace.
13. Describe the organizational structure seen in Non-Governmental Organizations.
14. Analyse the role of Kudumbasree Mission as a social welfare agency and highlight its activities.

**(4 × 3 = 12 weightage)**

**Part C: Answer any *two* questions. Each carries *five* weightage.**

15. Describe the basic elements of administration and substantiate it with an example.
16. Explain the theories of Leadership applicable in an organization.
17. Detail the processes of Human Resource Management.
18. Critically analyze the problems seen in organizations and analyze the role of social workers to deal with it.

**(2 × 5 = 10 weightage)**