

FORUTH SEMESTER M.S.W. DEGREE EXAMINATION, APRIL 2025
(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.**

1. Define social welfare administration as a method of social work.
2. Give a critical note on the CSWB and SSWB.
3. Explain the structure and functions of Ministry of women and child development.
4. Substantiate HRD process as social work practice in the NGOs.
5. Give an analysis on the TQM in social welfare administration practice.
6. What are the disciplinary procedures relevant in organizational management?
7. List out and explain the methods of maintaining organizational peace.

(4 × 2 = 8 weightage)

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

8. Explain the process and significance of capacity building in NGOs with examples.
9. Critically review the FCRA with its contemporary amendments and implications.
10. Review the concept of CSR and substantiate the scope of social work methods in the practice.
11. Define HRM process and explain any three in detail with illustrations.
12. Substantiate the role of an HR manager in the context of Social welfare administration and NGO management.
13. What can be a conflict in the organizational context? Discuss the possible conflict management strategies useful to a social worker as an administrator.
14. Define OD process in an NGO and explain how social work methods can be applied in the process.

(4 × 3 = 12 weightage)

(P.T.O.)

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

15. Define administration and substantiate the basic elements with suitable citations from social work practice.
16. Write an essay on the role of PRIs in the administration of social welfare and social justice in the Kerala contexts.
17. Substantiate how an effective leader in an NGO can practice motivational theories in making the staff more performing and contributing.
18. Give a detailed write up on the possibilities of a social welfare administrator in managing the problems in an organisation through the employee relationship strategies.

(2 × 5 = 10 weightage)