

Reg. No.....

K 2647

Name.....

SECOND SEMESTER M.S.W. DEGREE EXAMINATION, JULY/AUGUST 2004

SW 2.2.2. ADMINISTRATION OF HUMAN SERVICE ORGANIZATION

Time : Three Hours

Maximum : 75 Marks

Part I

Answer any five questions with in 300 words each.

1. What is administration ? Explain the salient features of social administration.
2. Define Organisation and state the features of an organisation.
3. Explain the procedure for registering an organisation. What is the need for registering human service organisation ?
4. Training is vital to improve the effectiveness of an organisation. Comment.
5. Elaborate on the functions and responsibilities of committees.
6. What are the various techniques of supervision that can be adopted in a social welfare organisation.
7. Describe the conflict management strategies one can adopt in an organisation.
8. Suggest suitable modalities to evaluate organisational effectiveness.

(5 × 6 = 30 marks)

Part II

Answer any three questions with in 1,200 words each.

9. What are the principles of management a service organisation should follow ? Why ?
10. HR planning is vital for Larger Service Organisation ? Discuss.
11. What are the various approaches to organisational management ? Explain any two.
12. Analyse the leadership style prevalent in HSO.
13. Discuss the role and functions of a manager of HSO.

(3 × 15 = 45 marks)