

Reg. No.....

K 6371

Name.....

SECOND SEMESTER M.S.W. DEGREE EXAMINATION, MAY/JUNE 2005

S.W 222—ADMINISTRATION OF HUMAN SERVICE ORGANISATION

Time : Three Hours

Maximum : 75 Marks

Part I

*Answer any five questions.
Each question carries 6 marks.
Each answer should not exceed 300 words.*

1. What is administration ? Does social administration differ from public administration ?
2. Elucidate the main principles of organization.
3. List the various approaches to management and explain authoritarian approach.
4. Explain the concept of HRM and its importance.
5. Proper planning is the basic step for the success of an organization. Elucidate.
6. Describe the nature and form of control.
7. Training is essential to improve the performance of the staff. Comment.
8. Proper financial management is important for accountability and transparency. Discuss.

(5 × 6 = 30 marks)

Part II

*Answer any three questions.
Each question carries 15 marks.
Answer should not exceed 1200 words.*

9. Describe any two motivational theories best suited for HSO.
10. Every organization must provide opportunities for disciplinary procedure and grievance settlement. Comment.
11. Describe the formation, function and responsibilities of Board and committees.
12. What are the causes for conflict and disputes among the staff in an organization ? What are the measures to resolve conflict ?
13. Critically comment on the structure, functions and programmes of CSWB.

(3 × 15 = 45 marks)