



Reg. No. : .....

Name : .....

**Second Semester M.S.W. Degree Examination, August 2011**  
**SW 2.2.2 – ADMINISTRATION OF HUMAN SERVICE**  
**ORGANIZATIONS**

Time: 3 Hours

Max. Marks: 75

PART – I

Answer **any 5** questions. **Each** answer carries **6** marks. **Each** answer should not exceed **300** words.

1. What are the characteristics of bureaucratic organizations and human relation organizations ?
2. Discuss the similarities and differences of Social Administration and Social Welfare Administration with suitable examples.
3. What are the administrative processes followed in a Human Service Organization ?
4. What are the principles and practices of Office Management applicable in a Social Welfare Organization ?
5. What is Management by Objectives (MBO) ? Explain how MBO can be used to guide staff performance and accountability in an organization.
6. Compare voluntarism and professionalism with suitable examples.
7. Write notes on :
  - a) Basics of materials management
  - b) MIS
  - c) SSWAB
8. Describe the organizational structure of CSWB. State its objectives, functions and programs. (5×6=30 Marks)

P.T.O.



## PART - II

Answer **any 3** questions. **Each** answer carries **15** marks. **Each** answer should not exceed **1200** words.

9. Describe the procedures and formalities to be done to register a NGO under Society's Registration Act. Identify the advantages and disadvantages of registering under this Act.
  10. Write notes on :
    - a) Public Administration
    - b) Objectives and techniques of coordination
    - c) Qualities of a successful executive in a social welfare agency
    - d) Leadership and Management.
  11. Create a hypothetical agency (eg., working with high-risk adolescents or mentally challenged or day care for senior citizens). What would you determine to be the :
    - Mission Statement ?
    - Goals ?
    - Objectives ?
    - Programs ?
  12. Describe the procedures to be followed to register an NGO under FCRA. What are the obligations of the NGO under FCRA ?
  13. Explain the principles of organization. What are the criteria to be considered for judiciously using delegation in an organization ? **(15×3=45 Marks)**
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