

Reg. No.....

K 3018

Name .....

**SECOND SEMESTER M.S.W. DEGREE EXAMINATION, JULY/AUGUST 2003**

**S.W. 2.2.2—ADMINISTRATION OF HUMAN SERVICE ORGANISATION**

Time : Three Hours

Maximum : 75 Marks

**Part I**

*Answer any five questions.*

*Each question carries 6 marks.*

*Each answer is limited to 300 words.*

1. Explain the concept of Administration.
2. What are the characteristics of Human Service Organisations ?
3. What is the Authoritarian approach to Organisational Management ?
4. Explain the Systems Theory in Organisational Management.
5. What is the Leadership in Human Service Organisations ?
6. What is the relevance of Office Management in Administration of organisations ?
7. What is controlling and the different forms of controlling ?
8. How can the Personal grievances be handled in Human Service Organisations ?

(5 × 6 = 30 marks)

**Part II**

*Answer any three questions. Each question carries 15 marks.*

*Answer to each question is limited to 1,200 words.*

9. What are the programmes of SSWAB and how are the objectives fulfilled through these programmes ?
10. Explain in detail the staffing as an important process in Administration of HSO.
11. Explain the formation, functions and responsibilities of Boards, Committees and Sub-Committees with special reference to an organization known to you.
12. Describe the relevance of Planning as an Administrative Process.
13. What are the different forms of Personnel Relations in HSO and how these are maintained ?

(3 × 15 = 45 marks)