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Reg. No. _____



LOYOLA COLLEGE OF SOCIAL SCIENCES
(AUTONOMOUS)
(ESTD-1963)

Affiliated to University of Kerala
Accredited with A++ by NAAC
Sreekariyam, Thiruvananthapuram, Kerala.

**SECOND SEMESTER MASTER OF SOCIAL WORK (MSW) EXAMINATION,
JULY 2025 (2024 ADMISSIONS)**

SW 523: ADMINISTRATION OF HUMAN SERVICE ORGANISATIONS

Time 3 hours

Max: 75 Marks

Nos.	Part A: Answer ALL Questions in not less than 50 words. Each carries 2 marks	Course Outcome	Blooms Level	Marks
Q1	List any two social welfare schemes initiated by the Government of India.	CO5	Remember	2
Q2	Name any two national-level voluntary organizations and their areas of work.	CO5	Remember	2
Q3	Explain the significance of 'Directing' as a component of the administrative process.	CO1	Understand	2
Q4	Compare and contrast the terms 'Management' and 'Administration'.	CO2	Understand	2
Q5	Explain the term 'organizational climate'. Give an example.	CO2	Understand	2
Q6	Mention any two purposes of performance appraisal.	CO3	Remember	2
Q7	Mention the importance of FCRA.	CO3	Remember	2
Q8	Mention the importance of supervision in Human Service Organizations.	CO3	Remember	2
Q9	State any two differences between trust and society in NGO registration.	CO4	Understand	2
Q10	Elucidate the concept of Social Protection.	CO5	Understand	2
	Part B : Answer ALL questions in not less than 300 words, choosing between options given within each pair of questions.	Course Outcome	Blooms Level	Marks
Q11.	a) Describe the administrative process in detail. or b) Describe the principle of coordination and its relevance in improving the efficiency of administration.	CO1	Understand	5
Q12.	a) Illustrate the major characteristics of Industry, Educational and Health Care Organisations. or	CO2	Understand	5

	b) Explain how the functions and levels of management operate differently in Human Service Organizations compared to bureaucratic organizations. Illustrate your answer with suitable examples.			
Q13	a) Explain the importance of record keeping and documentation in administration. or b) Describe the functions of an HR manager in an HSO.	CO3	Understand	5
Q14	a) Describe the legal procedures involved in registering a society under the Societies Registration Act. or b) Explain the importance of maintaining proper records for a registered organization. How does this practice contribute to transparency and accountability.	CO4	Understand	5
Q15	a) Appraise the role of the Ministry of Women and Child Development in supporting welfare schemes. or b) Examine the role of civil society in enhancing social protection.	CO5	Analyse	5
	Part C: Answer ALL questions in not less than 850 words, choosing between the options given within each pair of questions.	Course Outcome	Blooms Level	Marks
Q16	a) Critically evaluate the principles and challenges of Social Work Administration in practical settings. or b) Critically evaluate POSDCORB and its practical use in NGO management.	CO1	Evaluate	15
Q17	a) Design a comprehensive organisational structure and governance framework for a newly formed HSO to be registered under the Societies Registration Act. or b) Assume you're advising a group of Social Workers to start an organisation. Create a detailed plan comparing the registration process under the Societies Act, Trust Act and Companies Act.	CO4	Create	15