



QP CODE: 25019319



25019319

Reg No :

Name :

**BSW DEGREE (CBCS)) REGULAR/ IMPROVEMENT/ REAPPEARANCE / MERCY
CHANCE EXAMINATIONS, FEBRUARY 2025**

Fourth Semester

Bachelor of Social Work

**Complementary Course - SW4CMT16 - MANAGEMENT CONCEPTS AND SKILLS
FOR SOCIAL WORK PRACTICE**

2017 Admission Onwards

9A93AC45

Time: 3 Hours

Max. Marks : 80

Part A

*Answer any **ten** questions.*

*Each question carries **2** marks.*

1. Define Management.
2. Define administration.
3. What is communication network?
4. Define Decision Making.
5. Define Human Resource Planning.
6. Define Training & Development.
7. What do you mean by pension schemes ?
8. Define Leadership.
9. Define reporting.
10. What do you mean by conflict resolution?
11. What is Organizational climate?
12. What do you mean by Organizational change?

(10×2=20)

Part B

*Answer any **six** questions.*

*Each question carries **5** marks.*





13. State and Explain Managerial Functions.
14. Explain the levels of Management.
15. Explain planning and decision making process in management.
16. Explain about organisational structure.
17. Performance appraisal, Responsibilities.
18. Explain the Motivational Theories.
19. State effective control system?
20. Write a note on Job enrichment.
21. State the role and task of a manager in NGO management.

(6×5=30)

Part C

*Answer any **two** questions.*

*Each question carries **15** marks.*

22. Explain the techniques of decision making and its relevance in NGO management.
23. Explain the techniques involved in Management controlling.
24. "Managing organizational change and diversity is important" examine the statement?
25. Describe the roles and task of a Manager.

(2×15=30)

