

Dr. MGR Government Arts and Science College for Women

Villupuram

BSW Department

Third Year Fifth Semester

Social Welfare Administration

Ist Unit

- 1. Introduction**
- 2. Social Welfare**
- 3. Meaning of Administration**
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- 5. Meaning of Social Welfare Administration**
- 6. Definition of Social Welfare Administration**
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- 9. Nature of Social Welfare Administration**
- 10. Principles of Social Welfare Administration**
- 11. Need of Social Welfare Administration**

Introduction

In early times, Social Welfare functions were performed by a rich peoples or head of the society or community to the poor, needy people and the destitute. But in modern times, many countries adopted the concept of social welfare. Welfare state means a state which provides extensive service to the people. In social welfare, Administration plays a vital role to provide the services properly. The state is to serve the old, sick, needy, orphans, widows, helpless, oppressed and disabled people whenever they need service.

Social Service

According to Manzoor Ud Din (1976), “Social Service is an activity that aims at helping towards a mutual adjustment of individual and their social environment”.

Social Policy:

According to Marshal (1970), “Social policy refers to the policy of government with regard to action having direct impact on the welfare of the citizen by providing them with services or means”.

The word ‘policy’ denotes the principles that govern action directed towards any given ends, and can therefore even imply change. Therefore, it can be said that policy is action-oriented. Social policy can be seen as a positive instrument of change and is part of a political process. social policy to be the action taken to ensure that every member of the society are given a certain minimum standard of living as well as opportunities to uplift themselves. Social policy therefore can be said to have three main characteristics- a) It aims to be beneficent by directing welfare for its citizens. b) It includes economic as well as non-economic objectives. c) It involves some level of progressive redistribution in the command over resources from the rich to the poor.

Social Welfare:

Social welfare is concerned with all form of social service or intervention that have promoting both individual as well as society wellbeing.

Meaning of Administration

Administration is a cooperative human effort towards achieving some goals. Thus every group activity involves administration like family, workplace, educational institution, and public service places. The word ‘Administration’ has been derived from the Latin word ‘ad’ and ‘ministrate’ which means to serve. It means ‘the management of affair’ and ‘Looking after the people’.

Definition of Administration

According to L.D. White (1948) defines that “ the art of administration is the direction, coordination and control of many persons to achieve some purpose of objective.”

According to E.A. Nigro (1951) defines that “Administration as the organization and use of men and material to accomplish a purpose.”

According to Piffner defines that “ Administration as the organization and direction of human and material resources to achieve desired ends”.

Meaning of Social Welfare Administration

In order to give shape to social service, it is necessary that systematic knowledge, skills and resources to rendering services should be made available in the aegis of Social Welfare Administration.

Social Welfare Administration is a process of transforming social policies into social service. It involves the social welfare activities by public and private organization. Social Welfare Administration as a science. Science is a systematic study of knowledge. Social Welfare Administration has a clear and specifies principles to administer the social welfare programmes is being run and managed.

Social Welfare Administration is one of the method of Social Work. The knowledge of Social Welfare Administration is necessary for professional social worker not only to perform the work but also to maintain the agency in a positive direction.

Social Welfare Administration is the process of efficiently providing resources and services to meet the needs of the individual, family, group, community and society to facilitate social relationship and adjustment necessary to social functioning.

Definition of Social Welfare Administration:

According to D.R. Sachdeva, “Social Welfare Administration is as a science, it consist of a systematic body of knowledge, the validity of which has been tested, and the use of which makes it possible to render the service in a more direct and effective manner”.

According to S. Singh, “Social Welfare Administration is described as the administration of the government and the Non- Government sponsored social welfare programmes”.

According to Walter A. Friedlander (1958) “Administration of social agencies translates the provisions of social legislation of social agencies and the aims of private philanthropy and religious charities into the dynamics of services and benefits for humanity”.

According to Arthur Dunham (1962) “ Administration is the process of supporting or facilitating activities which are necessary and incidental to services by a social agency. Administrative

activities range from the determination of function and policies, and executive leadership to routine operation such as keeping records and accounts and carrying on maintenance of service”.

According to Harleigh Tracker (1971) interprets Social Welfare Administration as a process of working with people in ways that release and relate their energies so that they use all available resources to accomplish the purpose of providing needed community services and programmes”.

Scope of Social Welfare Administration

Social Welfare Administration primarily concerned with Integral view and POSDCoRB view

Integral view

1. Social Problems- it diagnosis the causes and treatment of the social problem through social legislation and social reform.
2. Social service aiming at the wellbeing of general public through health facilities, education and housing etc and the upliftment of the disadvantage and underprivileged and vulnerable section of the society such as women, children and disabled.
3. Social Security to compensate the loss of income due to unemployment, disability or death caused by accident, old age through social insurance or pensions.
4. Social policy formulating the new policies for achieving the goals or fulfill the needs.

POSDCoRB View

1. Planning
2. Organizing
3. Staffing
4. Directing
5. Coordination
6. Reporting
7. Budgeting

Functions of Social Welfare Administration

According to Warham, Social Welfare Administration is performing:

1. Formulating the Agency's objectives.
2. The provision of the formal structure.
3. The promotion of cooperative efforts.
4. Finding and Deploying services.
5. Supervision and Evaluation .

Nature of Social Welfare Administration

1. Social Welfare Administration is an Art

- It can be acquired- Art is a natural gift. Social Welfare Administration possesses following elements
 - Personal skill
 - Practical knowledge
 - Result orientated;
 - creativity
 - Practical oriented aimed at perfection; (e.g., Gold smith making jewels from the gold.)
- It is subjective in nature- application of knowledge, skill and resources by the social welfare administrator. Success of every Social welfare programs depends on how social welfare administrator handled the program. (E.g., A painter draw a picture with the mixture of new colors with his creativity).
- Practical Administration of knowledge- It applies not merely theory but it also application too.

2. Social Welfare Administration is a Science

Science is a systematic study of knowledge. Social Welfare Administration is a science which has a specific principles and practices to run and manage the programme successfully.

- Application of scientific method
- Critical examination
- Universal guidelines

Principles of Social Welfare Administration

Principles as explained by N.B. Trecker

1. Principles of Social Work Values (desire to serve human beings)

Values of Social Welfare Administration are equality, social justice, empowerment, social service and respect of human dignity. Social Welfare Administration is based on these values.

2. Principles of community and client's need

Social Welfare activities provided by the Govt. or NGO based on the need of the people. This is important for the acceptability of the programme

3. Principles of agency purpose

Agency should have a clear defined, formulated goals and purposes and should have a clear direction too.

4. Principles of cultural setting

The Administer should know about the socio- culture of the society. It helps to influence the people, accept the project among the people and to success the program.

5. Principles of Purposeful relationship

The purposeful relationship between Administrator, Stakeholder, Staffs and Community people helps to become this project successfully.

6. Principles of agency totality

The agency must be understood about its totality and wholeness.

7. Principles of professional responsibility

The Administrator is responsible for the provision of high quality professional service based on standard of professional practice.

8. Principles of participation

Appropriate contribution of board, staff and constituency are sought and utilized through the continuous process of dynamic participation.

9. Principles of Communication

Open channels of communication are essential to the effective service delivery including welfare service or development service.

10. Principles of leadership

Though democratic and participatory approaches are must for development administration, a visionary and transformational leadership is equally important for attaining the goal to overall development.

11. Principles of Planning

The process of continuous planning is fundamental to the development of meaningful services.

12. Principles of Organization

The work of many people must be arranged in a organized manner and must be structured so that responsibility and relationship are clearly defined.

13. Principles of Delegation

The delegation of responsibility and authority to other professional person is essential.

14. Principles of Resource utilization

The resources of money facility and personnel must be carefully fostered, conserved and utilized in keeping with the trust to the agency by society.

15. Principle of Coordination

The work may be delegated to many people must be coordinate properly.

16. Principle of change

The process of change is continuous, within the community and within the agency.

17. The Principle of evaluation

Continuous evaluation is processes and program is essential to the fulfillment of the agency's objectives.

18. Principles of growth

The growth and development of all participants is furthered by the administrator who provides challenging assignment throughout supervision and create opportunity for the individual and the group learning.

Need of Social Welfare Administration

It will address such as sustained economic growth, the promotion of social development, facilitating infrastructure development and protecting the environment, promoting public-private partnerships, managing development programmes and maintaining a legal framework for development.

Types of Administration

1. Democratic Administration

There is a freedom of expression and thoughts. All members participated in decision making. It promotes creative environment which leads progress and self control.

2. Laissez-Faire

Laissez-Faire literally means, “let people do what they wish”.

Conclusion

Social Welfare Administration gives shape to social welfare policies and legislations. The application of social welfare administration in government as well as NGO sector is essential. It helps to move the project or programme successfully.

Model Questions

2 Marks

1. What is the meaning of Social Welfare?
2. Define Administration.
3. Meaning of Social Welfare Administration.
4. Define Social Welfare Administration
5. What are the scopes of Social Welfare Administration?
6. Explain POSDCoRB?
7. What are the functions of Social Welfare Administration?
8. Write about the principles of Social Welfare Administration.
9. Importance of communication in Social Welfare Administration
10. Needs of Social Welfare Administration.

5 Marks

1. Explain about Principles of Social Welfare Administration.
2. Write about POSDCoRB.
3. Detail note on scope of Social Welfare Administration.
4. Explain about types of Administration.

10 Marks

1. Write brief notes on Social Welfare Administration.
2. Write about the Social welfare administration in Govt. agencies and NGOs?

II Unit

POSDCoRB

- 1. Introduction**
- 2. Origin of POSDCoRB**
- 3. Strength of POSDCoRB**
- 4. Meaning of POSDCoRB**
- 5. Need of POSDCoRB**
- 6. Planning**
 - A. Meaning of Planning**
 - B. Characteristics of Planning**
 - C. Importance of Planning**
- 7. Organising**
 - A. Nature and Characteristics of Organising**
 - B. Importance of Organising**
 - C. Steps of Organising**
- 8. Staffing**
 - A. Definition of Staffing**
 - B. Importance of Staffing**
 - C. Characteristics of Staffing**
- 9. Directing**
 - A. Definition of Directing**
 - B. Characteristics of Directing**
- 10. Coordination**
- 11. Reporting**
- 12. Budgeting**
- 13. Conclusion**

Introduction

In 1937, Luther Gulick and L. Urwick describes seven major and duties of any higher authority of organization. It helps to do proper administration in social welfare activities.

Origin of POSDCoRB

Gulick and Urwick built their ideas on their 14 principles of Management by Fayol. Note that in 1937, the prevalent thinking was the separation of politics and administration. Gulick advocated that it was impossible to separate the two.

Strength of POSDCoRB

- Division of work
- Authority and Responsibility
- Discipline
- Unity of Command
- Unity of Direction
- Subordination of individual interest to general interest.
- Remuneration of personnel
- Centralization
- Scalar Chain
- Order
- Equity
- Stability of Tenure of personnel
- Initiative
- Esprit de Corps.

POSDCoRB

P- Planning

O- Organising

S-Staffing

D-Directing

Co- Coordination

R-Reporting

B- Budgeting

Planning

Planning is the fundamental management function, which involves deciding beforehand, what is to be done, when is it to be done, how it is to be done and who is going to do it. It is an intellectual process which lays down an organisation's objectives and develops various course of action, by which the organization can achieve those objectives. It chalks out exactly how to attain the goals.

Characteristics of Planning

1. Managerial function:

Planning is a first and foremost managerial function provides the base for other function of the Management. (i.e) Organising, Staffing, Directing and Controlling as they are performed within the periphery of the plans made.

2. Goals oriented:

It focuses on defining the goals of the organization, identifying deciding the appropriate action plan, which is to be undertaken for reaching the goals.

3. Pervasive:

It is pervasive in the sense that it is present in all the segments and is required at all the levels of the organization. Although the scope of planning varies at different levels and departments.

4. Continuous process:

Plan are made for a specific term. New Plans are drawn, considering the organization's present and future requirements and conditions. Therefore, it is an ongoing process, as the plan are framed, executed and followed by another plan.

5. Intellectual Process:

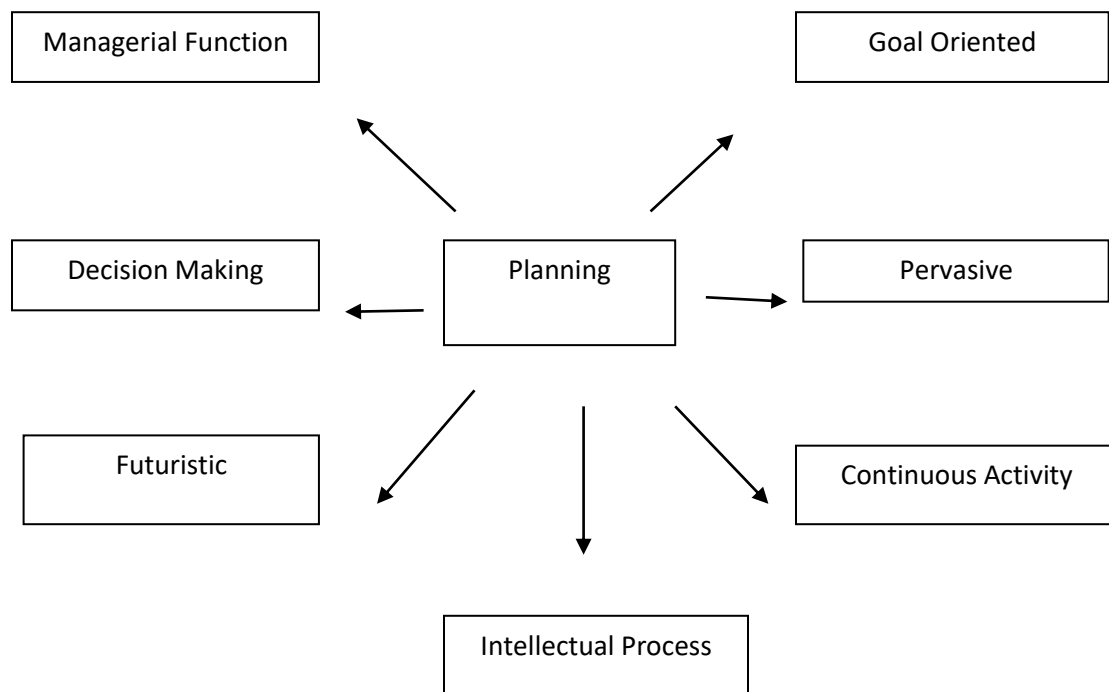
It is mental exercise as it involves the application of mind, to think, forecast, imagine intelligently and innovate etc.

6. Futuristic:

In the process of planning, we take a sneak peek of the future. It encompasses looking into the future, to analyze and predict it so that the organization can face future challenges effective.

7. Decision Making:

Decision are made regarding the choice of alternative courses of action that can be undertaken to reach the goal.



Importance of Planning

1. It helps to set the right goals.
2. It sets objectives and standards for controlling.
3. It reduces uncertainty.
4. It eliminates overlapping of wasteful activities.
5. It ensures efficient use of resources.

6. It promotes innovation.
7. It improves decision making.
8. It boosts motivation and team spirit.

Organizing:

Organizing is the act of rearranging elements following one or more. Organizing can be defined as to place different objects in logical arrangements better searching. Organization are groups of people organized for some purpose, such as political or business activity.

According to Theo Haimann, “Organizing is the process of defining and grouping the activities of the enterprise and establishing the authority relationship among them”.

Nature and characteristics of Organizing:

1. Division of Work:

Division of work is the basis of an organization. Under division of work the entire work of program is divided into many departments.

2. Coordination orientation towards goals:

Every Organization has its own purposes and objectives. Organizing is the function employed to achieve the overall goals of the organization. Organization harmonies the individual's goals of the employees with overall objectives of the firm.

3. Composition of individuals and groups:

An individual forms a group and the group forms an organization. Thus, Organization is the composition of individual and groups. Individuals are grouped into departments and their work is coordinated and directed towards organizational goals.

4. Continuity:

An organization is a group of people with a defined relationship in which they work together to achieve a goals of that organization.

5. Flexibility:

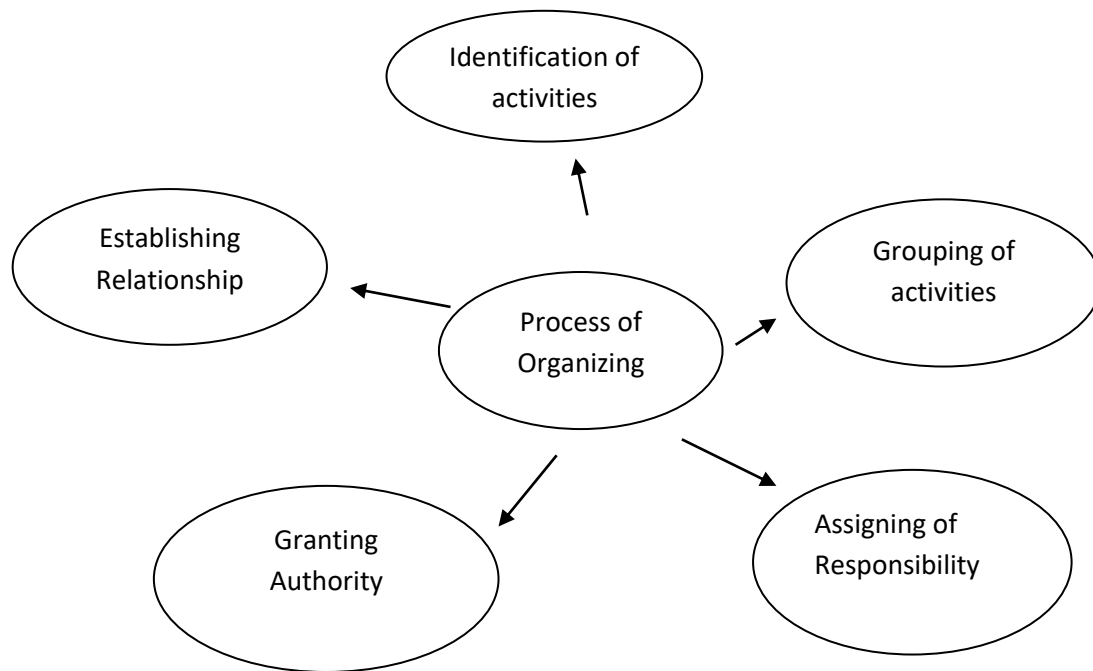
The Organizing process should be flexible so that any change can be incorporated easily. It ensures the ability to adapt and adjust the activity in response to the change taking place in the external environment. The programme, policies and strategies can be changed as and when required if the provision for flexibility is made in the organizing process.

Importance of Organising:

Organising is the function that managers undertake to design, structure and arrange the components of an organization's internal environment to facilitate attainment of organizational goals.

- Efficient administration
- Resources optimization
- Benefits specialization
- Promotes effective communicative
- Create transparency
- Expansion and growth

Steps of Organizing



1. Identifying the work

The first step in the process of organizing is to identify the work that has to be done by the organization. This is the ground level from which will begin. So the manager needs to identify the works and the tasks to be done to achieve the goals of the organization. Identification of the works helps avoid miscommunication, overlapping of responsibilities and wastages of time and efforts.

2. Grouping of work

For a sake of a smooth flow of work and smooth functioning of an organization, similar tasks and activities should be grouped together. Hence we create department within the organization and division within each department. Such an organization makes the functioning of the company way more systematic.

3. Establish hierarchy

The next step in the process of organizing is to establish the reporting relationship for all the individuals employees of the company. So a manager establishes the vertical and horizontal relationships of the company. This enables the evaluation and control over the performances of all employees in a timely manner. So if rectification need to be made, they can be made immediately.

4. Delegation of authority

Authority is basically the right an individual has to act according to his wishes and extract obedience from the others. So when the administrator is assigned certain duties and responsibilities, he must also be delegated authority to carry out such duties effectively.

5. Coordination

The Administrator must ensures that all activities carried out by various employees and groups as well coordinated.

Staffing

Staffing functions follows the planning and organizing function. Staffing is a continuous process. The staffing includes recruitment, selection, training, development, transfer, promotion and compensation of personnel.

Definition of Staffing

According to Charles Worth, A staff officer is one who specializes in research, observation and study and who draws up plan and proposals for approval by the top executive, to whom he attached collaterally.

Functions of staffing

1. The first and foremost function of staffing is to obtain qualified personnel for different jobs position in the organization.
2. In staffing, the right person is recruited for the right job therefore it leads to maximum productivity and higher performance.
3. It helps in promoting the optimum utilization of human resources through various aspects.
4. It ensures the continuity and growth of the organization.

Importance of Staffing

- Efficient performance of other function
- Effective use of technology and other resources.
- Optimum utilization of human resources
- Development of human capital
- The motivation of human resources.
- Building higher morale

Characteristics of Staffing

Staffing can broadly view as people centered function and it is relevant for all types of organization. It is concerned with categories of personnel from top to bottom of the organization.

Responsibility of Administrator

Staffing is the basic function of management which involves that the manager is continuously engaged in performing the staffing function.

Human skills

Staffing function is mainly concerned with different types of training and development of human resources.

Continuous function

Staffing function is to be performed continuously which is equally important for a new and well established organization.

Directing

Directing means instruction or direct to do the work with power. Directing is an important managerial function. Since for the satisfactory completion of work, proper

orders should be issued to the staffs for executing the directing given by the highest authority.

According to Haimann, “Directing consists of the process and techniques utilized in issuing instruction and making certain that operations are carried out on as a originally planned”.

Characteristics of Directing

- The main characteristics of the Direction are that to process the order.
- Leadership is the important aspect of the directing.
- Method of implementation of order. The various methods of implementation of an order are that always order has a punishment rule or reward.
- Communication is very important and it exchange the information among staffs.
- Motivation: It is an inner state of mind of employee which energizes and activates those behavior pattern among employees which directs or channelize to fulfillment of goals of organization.

Coordinating:

Coordination ensures prevention of duplication and overlapping of work so that administrative efforts resources, staff works in the social development sector is not wasted. Coordination is most important to ensure the efficient and economical function of social welfare agencies.

The main objectives of Coordination

1. Coordination avoids duplication of work and overlapping of work.
2. Coordination helps to remove the obstacle that comes in the working in social welfare sector.
3. It helps in economizing on the resource utilized by the social welfare agencies. The sharing of resources help in better utilization and better output.
4. Expenditure can get minimized in sharing resources.
5. Coordination will result in minimize competition among social welfare agencies.
6. Coordination will help in joint effort in tackling social problems.

Reporting

Reporting is the keeping of proper records and keeping those people informed. The executive is responsible for keeping both the supervisor and subordinates informed of what is going on and for arranging of for collection of such information through inspection, research and records.

The social welfare administration is responsible to maintain all kinds of records. All file are maintained by the administrator. Record of all functions, programmes, meeting and the day to day functioning are kept by the administrator. These records and reports help in evaluation and monitoring the work of the agency. Thus these reports are very important for the agency that provides the fund to them. It is the responsibility of the administration to carefully maintained all the reports and records.

Budgeting

Budgeting involves the financial administration of a social welfare agency. Financial administration is the system that revolves around the finance of the agency. This concerns with the raising regulation and distribution of resources for the growth of the agency. The agency collects the fund from the community by means of donations, subscriptions or taxes and these fund are used for organizational programmes.

The purpose of the budget

1. To understand the financial requirement of the agency. The budget put forth the estimates from the grant giving agencies and the fund raising activities.
2. Elaborates on how the money received will be utilized.
3. It is a guide for all staff members on how the money need to be utilized under the various sub heading.
4. Highlights to the community and beneficiaries, the source of the funds and how the money has been spent.
5. To evaluate the objectives of the agencies and the plans for meeting these objectives.
6. To develop better budget formulation review and decision making.

Model Questions

2 Marks

1. Explain the full form of POSDCoRB.
2. Write the origin of POSDCoRB.
3. Explain the strength of POSDCoRB.
4. Explain the importance of planning in Social Welfare Administration.
5. Write the definition of Organising in Social Wellfare Administration.
6. Explain the importance of organization.
7. Give the short details of Steps of Organising.
8. Define Staffing.
9. Importance of Staffing.
10. Write the definition of Directing.
11. What are the main objectives of coordination?
12. Define Reporting and Budgeting?

5 Marks

1. Write the characteristics of Planning,Organizing and Directing in Social Welfare Administration.
2. Write the importance of Planning, Organizing and Directing in Social Welfare Administration.
3. Explain the characteristics of Staffing, Budgeting, Reporting and Coordination.
4. Importance of Staffing, Budgeting, Reporting and Coordination.

10 Marks

1. Explain the detailed about POSDCoRB.

111 UNIT

Personnel Administration

- 1. Introduction**
- 2. Meaning of Personnel Administration**
- 3. Staff selection**
- 4. Importance of Staff Selection**
- 5. Definition of recruitment**
- 6. Difference between Recruitment and staff selection**
- 7. Definition of Induction**
- 8. Important characteristics of induction**
- 9. Objectives of induction**
- 10. Definition of Training**
- 11. Training process**
- 12. Need of Training**
- 13. Training methods**
- 14. Orientation**
- 15. Goal of orientation**
- 16. Definition of Placement**
- 17. Principles of Placement**
- 18. Benefits of placement**
- 19. Service Conditions**
- 20. Disciplinary procedure**
- 21. Employee morale**
- 22. Characteristics of Employee morale**
- 23. Types of employee morale**
- 24. Meaning of supervision**
- 25. Significance of supervision**
- 26. Evaluation**
- 27. Purpose of Evaluation**

Introduction

The successful functioning of an organization depends on its man power and quality of leadership. The man power does not contribute to the development of an organization, it has to be converted into human resources through systematic planning, adequate training and proper education. Manpower planning is an important tool for developing human resources.

Meaning of Personnel Administration

Personnel Administration is part of administration which is concerned with people at work and with their relationship within an organization. It refers to the entire spectrum of an organization's interaction with its human resources from recruitment activity to retirement process. It involves personnel planning and forecasting appraising human performance, selection and staffing, training and development of performance and productivity, personnel administration is closely related to an organization's overall effectiveness.

Definition of Personnel Administration

According to Thomas G. Spates, “ Personnel Administration is a code of the ways of organizing and treating individuals at works so that they will each get the greatest possible realization of their intrinsic abilities, thus attaining maximum efficiency for themselves and their group and thereby giving to the enterprise of which they are part, its determining competitive advantage and optimum results”.

Personnel Management is concerned with the development of policies governing.

- Manpower, planning, recruitment, selection, placement and termination.
- Education and training, career development.
- Terms of employment, methods and standard of remuneration.
- Working conditions and employees services
- Formal and informal communication and consultation both through the representatives of employers and employee and at all levels throughout the organization.
- Negotiation and application of agreements on wages and work conditions, procedures for the avoidance and settlement of disputes.

Personnel Administration aims at

- ❖ Effective utilization of human resources.
- ❖ Desirable working relations among all members of the organization.

- ❖ Maximum development
- ❖ Meeting of the organization's social and legal responsibility

Staff Selection

Staff selection is a term that refers to one of the personnel activities. The purpose of the selection is to choose for the position and for the organization probably the most suitable candidates.

Selection is closely linked to the recruitment and is an important part of staffing.

Staff selection is usually performed by the selection committee, which is represented by at least immediately superior to the job and deputy of personnel management.

Importance of Staff Selection

Selection is an important process because hiring good resources can help increase overall performance of the organization. The purpose of selection is to choose the most suitable candidate who can meet the requirements of the job in an organizations, who will be a successful applicant. It is important to evaluate various attributes of each candidates such as their qualifications, skills, experiences, overall attitudes, etc. In this process, the most suitable candidates is picked after the elimination of the candidates, who are not suitable for the vacant job.

The organization has to follow a proper selection process or procedures as a huge amount of money is spent for hiring a right candidates will be a huge loss to the employer in terms of money, efforts and also time. Hence, selection is very important and the process should be perfect for the betterment of the organization.

Definition of Recruitment

According to Edwin B. Flippo, “ It is a process of searching for prospective employees and stimulating and encouraging them to apply for job in an organization”.

Recruitment	Staff Selection
1. Recruitment is defined as the process of identifying and making the potential candidates to apply for the job	1. Selection is defined the process of choosing the right candidates for the vacant position
2. Recruitment is called as a positive process with its approach of attracting as many candidates as possible for the vacant jobs.	2. Selection is called as a negative process with its elimination or rejection of an many candidates as possible for identifying the right candidates for the position.

Definition of Induction

Induction is the process for welcoming newly recruited employees and supporting to adjust to their new roles and working environment.

The prime aim of an induction session is to guarantee a successful integration of the employees and the management.

The important characteristics of induction

1. Encouraging employees to ask questions
2. Including information on both technical and social aspects of the job.
3. Making the new employee's manager responsible for the orientation.
4. Avoiding embarrassment to the new members.
5. Arranging formal and informal interaction with managers and peer
6. Providing relocating assistance such as house hunting, information about the local society and etc.
7. Familiarizing adequately with the culture of the organization such as how work is done, what matters in the organization, which work related behaviours are acceptable or unacceptable etc.

Objectives of induction

1. To help the new employee to develop a close and cordial relation with the existing employees.
2. To give the new employee necessary information such as location of the different building, company rules, leaves rules, rest periods, etc.
3. To help the new employee overcome is natural shyness and nervousness in meeting the new people in the organization.
4. To develop a sense of belongingness and loyalty among a new employee.
5. To develop the employees know the different facilities and opportunities available in the organization.
6. To help the new employees to minimize the “ reality shock” that they may undergo after reporting to duty.

Definition of Training

Training is the process of providing required skills to the employee for doing the job effectively, skillfully and qualitatively. Training is a process of learning a sequence of programmed behavior. It is the application of knowledge and gives people an awareness of rules and procedures to guide their behaviours. It helps in bringing about positive change in the knowledge, skill and attitudes of employees. Training is investment in getting more and better quality work from talent,

Training involves time, effort and money by an organization, so an organization should to be careful while designing a training programme. The objectives and needs for training should be clearly identified and the method or type of training should be chosen according to the needs and objectives established.

According to Dale S. Beach, “ Training is the organized procedure by which people learn knowledge and improve skill for a definite purpose”.

According to Michael J. Jucius, “Training is a process by which the aptitude skills and abilities of employees to perform specific jobs are increased”.

Training Process

- ❖ Decide if training is needed
- ❖ Determine what type of training is needed
- ❖ Identifying goals and objectives

Need of Training

1. To improve the efficiency of employees.
2. To reduce wastage of time and money
3. To have quality output
4. To bring down supervision
5. To have preventive maintenance
6. To achieve optimum performance
7. To boost morale of employees
8. To prepare work force for future challenging work.
9. To reduce absenteeism
10. To bring down the grievances.
11. To built career by personal growth.

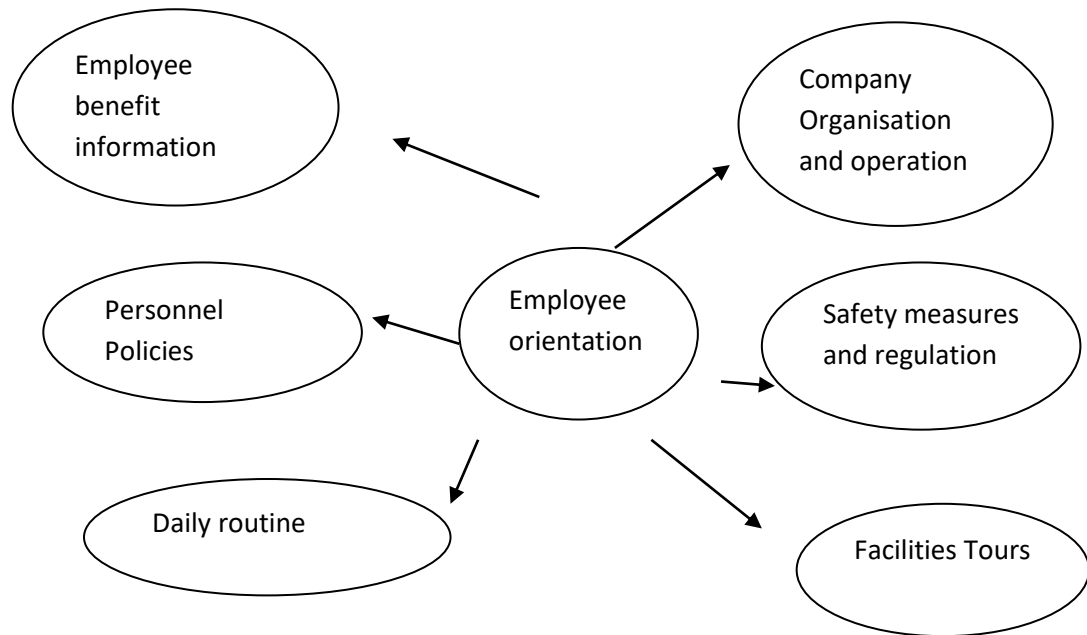
Training methods

- ❖ Orientation
- ❖ Lecturers
- ❖ Case study
- ❖ Role playing
- ❖ Stimulation
- ❖ Computer based training
- ❖ Web based training
- ❖ Self instruction
- ❖ Audio- visual training
- ❖ Team building exercises
- ❖ Apprenticeship and internships
- ❖ Job rotations

- ❖ Counselling
- ❖ Mentoring

Orientation

Orientation is one form or another is offered by most employers. The orientation is meant to educate new employees about the goals and responsibilities of the position and company, as well as to answer any questions they may have about HR, benefits and pay roll information. Orientation requires cooperation between individuals in the HR unit and other manager and supervisor.



Goals of orientation

The orientation process has several specific purpose. They are

Productivity enhancement

Both employers and new employees want individual starting jobs to become as productive as possible relatively. Orientation help new employees reach full productivity levels at least two months sooner than those without effective orientation experience.

Turnover Reduction

Some employees have significant experience turnover of newly hired employees. But employers with effective orientation programmes have found that new employees stay longer.

Definition of Placement

Placement is the act of offering the job to finally selected candidates. It is the act of finally assigning the rank and responsibility to an employee identifying him with a particular job.

According to Pigors and Myers, “ Planning is the determination of the job to which an acceptable candidates is to assigned and his assignment to that job. It is matching of what the supervisor has reason to think he can do with the job demands. It is a matching of what he imposes in strain, working conditions and what he offers in the forms of pay roll, companionships with others, promotional possibilities, etc”.

Placement is an important for Personnel Management

1. Improves the morale of the employees.
2. Reduces employee turnover
3. Decrease accident rates
4. Enhances labour productivity
5. Clarifies expectations

Principles of Placement

1. Job Requirement- Man should be placed on the job according to the requirement of the job rather than qualification and requirement of the man.
2. Qualification- The job offered should match with the qualification possessed by an employee.
3. Information- All the information relating to the job should be given to the employees along with the prevailing working conditions. They should also be made known that they have to pay penalty for wrong doing.
4. Loyalty and Cooperation- Every efforts should be made to develop a sense of loyalty and cooperation in employees to make them understand their responsibilities.

Benefits of Placement

1. Building support with peers, juniors, seniors in the department within a short period.
2. Able to adjust himself to the new job
3. Avoid mistakes
4. Regular Attendance
5. High level of involvement in the job
6. Good performance in the job

Major problem faced by Personnel Management in placement

1. Employee expectation
2. Job expectation
3. Technological changes
4. Changes in organizational structure
5. Social and Psychological factor

Service Conditions

A conditions of employment refers to something that both the employee and employer agree to at the beginning of a worker's employment. Examples of items that might be brought up when discussing conditions of employment include dress code, number of vacation days, hours worked each day, break policies, work related responsibilities and number of sick days. These condition can also encompass certain benefits such as retirement plan and health insurance coverage. A condition may also include a contract that states that an employee is given employment as the employee does not violate the terms of the contract. Workers with more valuable workplace skill are more likely to be able to negotiate better employment conditions.

Disciplinary Procedure

Disciplinary procedure is a standardized step-by-step comprehensive procedure that a company commits to in situation where an employee has to be warned, reprimanded or dismissed. If the procedure is not standardized and fair, the company could face discrimination or other legal charges.

Importance of Disciplinary policy

A disciplinary policy is important to establish a clear procedure that will use in the event of serious or repeated misconduct.

Steps of Disciplinary Procedure

1. Get an initial understanding
2. Investigate thoroughly
3. Invite the employees to a disciplinary meeting
4. Conduct the disciplinary meeting
5. Decide on action to take
6. Confirm the outcome in writing
7. Right to appeal

Employee Morale

Employee Morale is defined as the attitude, satisfaction and overall outlook of employees during their association with an organization or a business. An employee that is satisfied and motivated at workplace usually tend to have a higher morale than their counterparts. Employee engagement and employee satisfaction plays an important role for employees to be happy in their workplace.

Employees who are not happy in their workplace, who constantly complain and crib about the various attributes in an organization, like employee policies, workplace culture, facilities at work, etc. tend to have low employee morale. Employee morale is a complex concept because it involves a lot of factors that affect their morale.

Features of morale:

1. It is composite of feelings, attitudes and sentiments of the employees.
2. It is the degree or enthusiasm and willingness with which the employee contribute their efforts towards the organizational goals.
3. It is different from job satisfaction because morale refers to group concept while job satisfaction is an individual concept.
4. The degree of morale can be estimated through labour absenteeism and turnover.

5. It is both an individual and a group phenomenon. The high moral is reflected in good team and team spirit in case of group morale.

6. Morale is the primary concern of the management because high production and productivity of worker are the direct result of high morale.

Characteristics of Employee Morale

1. Morale is a state of mental health which is closely associated with loyalty egoism and enthusiasm.

2. Morale is a densification of group interest, interest of organization, fellow workers and requirement of the job.

3. Morale is the subjective feeling of the employees.

4. Morale affects behavior, performance and discipline.

5. Morale can be addressing in the form of productivity, employee discipline, absenteeism and turnover.

6. Morale is an index of good industrial relation.

Types of employee morale

There are two types of morale. They are High and Low morale.

1. High Morale

High morale exist when employee's attitude is congruent with group objectives and organizational objectives.

- Team spirit
- Enthusiasm
- Zest
- Loyalty
- Dependability
- Decrease in frustration

High morale results in

1. Cooperation

2. Better discipline

3. Employee interest

4. Initiative by employees
5. Voluntary conformance with rules and regulation

Low Morale

Low morale exist when employee does not have enthusiasm, zeal for his work and his attitude is detrimental to the group and organizational objectives.

Reason for Low morale

1. Too many supervisors.
2. Improper organizational structure
3. Repetitive nature of jobs
4. Improper selection of personnel.

Low moral results in

- Apathy
- Pessimism
- Jealousy
- Disloyalty
- Disobedience of order

Meaning of Supervision

The meaning of the term ‘Supervision’ is to ‘oversee’ or to inspect the work of other person. Thus Supervision refers to an act by which any persons inspects or supervises the work of other people that is whether they are working properly or not. Supervision is direction, guidance and control of working force with a view to see that they are working according to plan and are keeping time schedule.

Definition of Supervision

According to Toft Hartley Act, 1947 “Supervisors are those having authority to exercise independent judgments in hiring, discharging, rewarding and taking other actions of a similar nature with respect to employees”.

According to Vitiates “Supervision refers to the direct and immediate guidance and control of subordinates in the performance of their tasks”.

Significance of Supervision

1. Issues of orders and instructions

The worker require guidance of supervisor at every step

2. Planning and organizing the work

A superior acts as a planner and a guide for his sub-ordinates. A schedule of work is prepared so as to ensure an even and steady flow of work.

3. It is important at all levels

The supervision at the front line or firing line is most important since actual work is done at that level.

4. Vital link between worker and management

The supervisor is a representative of the management and a very important figure from workers point of view. He communicates the policies of the management to workers and also provides feedback to the management as to what happening at the lowest level.

5. Motivating subordinates

A Supervisor is a leader at the lowest running of management ladders. He serves as a friend, philosopher and guide to workers. He inspires to aim work and secures maximum co-operation from the employees. It is he can help in getting optimum utilization of manpower.

6. Feedback of worker

A supervisor compares the actual performance of worker against the standard laid down and identifies weakness of worker and suggests corrective measures to overcome them. In this way, workers can improve their performance in future.

7. Proper assignment of work

A supervisor makes systematic arrangement of activities and resources for his group. He assigns work to each workers and delegate's authority to worker. Worker feel frustrated when the work being done by them is not properly arrangement.

Evaluation

Evaluation of HRM refers to appraising the degree of success of HRM being performed in an organization. Good evaluation is important to access how well and how far employees of the organization have been utilized in achieving the organizational goal.

Purpose of evaluation

1. To justify HRM's existence and budget
2. To improve the HRM function by providing a means to decide when to drop activities and when to add them.
3. To provide feedback from employees and operating managers on HRM effectiveness
4. To help HRM makes a significant contribution to the organizational objectives

Definition of Evaluation

According to Beach, "Performance evaluation is the systematic evaluation of the individual respect for this performance on the job and his potential for development".

Major Characteristics of evaluation

Comprehensive process

Evaluation is a comprehensive process. It includes all the chances which occur in all the aspects such as the physical, mental, social and moral aspects. Hence, evaluation is a comprehensive method to test.

Continuous Process

Evaluation is a continuous process closely related to the learning objectives. The desirable learning experiences are created in the pupil in accordance with educational objectives and the behavioural changes which occur day-to-day are recorded. On the basis of this record, the ranking of pupils is made and they are upgraded to the next higher class.

Social Process:

Evaluation is a social process. In this where all the aspects of personality are evaluated, it is also evaluated whether the teaching has been conducted according to the needs, ideals and norms of the society or not.

Descriptive Process:

Evaluation is a descriptive process. In this is given the progress which occurs in all the aspects of the pupils.

Cooperative process:

Evaluation is a cooperative process. The source of pupil's promotion is the pupil himself. As he writes in his answer books, so he gets the marks. In evaluation, the necessary material is collected by seeking essential cooperation of all the sources like teacher, pupils and parents. Then his progress is evaluated.

Decisive Process:

Evaluation is a decisive process. After this, it is decided that—(i) whether any object or process is useful or not, (ii) to what extent the teaching is successful according to the determined educational objectives, (iii) whether the learning experiences provided to the pupils in the class are effective or not, (iv) How far the teaching objectives have been achieved. If not achieved then whether the remedial instruction should be given or the teaching strategies are to be modified.

Model Questions

2 Marks

1. Meaning of Personnel Administration.
2. Definition of Personnel Administration.
3. What are the aims of Personnel Administration.
4. What is Staff selection?
5. What are the importances of Staff Selection?
6. Define Recruitment.
7. Define Training.
8. Define Induction.
9. Meaning of orientation.
10. Definition of placement in Personnel Management.

5 Marks

1. Write about Disciplinary Procedure in Personnel Administration.

2. Write note on Employee Morale.
3. Write note on Supervision and Evaluation.

10 Marks

1. Write detailed notes on Personnel Administration.

IV Unit

1. Introduction
2. Meaning of Public relation
3. Objectives of the public relation
4. Activities of Public relation
5. Definition of Public relation
6. Elements in Public relation
7. Need for Public relation
8. Principles of Public relation
9. Medias uses in Public relation
10. Types of Media
11. Fund raising in Public relation
12. Importance of fund raising

Introduction

Everything you need to know about public relations. Public relation is an important element in the promotion mix.

Meaning of Public relation:

Public relations is a strategic communication process companies, individuals and organization use to build mutually beneficial relationships with the public. A public relations specialist draft a specialized communication plan and uses media and other direct and indirect medium to create and maintain a positive brand image and a strong relationship with the target audience.

Public relation is a strategies process of managing the release and spread of organization related information to the public to maintain a favourable reputation of the organization and it brands.

Objective of the Public relations

The main objective of public relations is to maintain a positive reputation of the brand and maintain a strategic relationship with the public, prospective customers, partners, investors, employees and other stakeholders which leads to a positive image of the brand and makes it seem honest, successful important and relevant.

- Psycho social informational preparedness for the beneficiary.
- Building confidence in staff and care providers by creating awareness regarding the agency among its public.
- Informing tax payers and donors about the problems faced by the agency and how it functions to meet the needs of social welfare. It also explains how the money allotted to the agency is utilized.
- It explains the benefits from the agency to the clients and the community.
- It is also a method of resource mobilization as well as increasing membership of the agency.

Activities of Public relation

- The observance of important days.
- Conference, seminars, workshops etc are organized relating to the important function of the agency from time to time. It improves the status of the agency
- Significant contacts like the office bearer, Board Members, contact official leaders, donors, etc and maintain cordial relationship with them and inform them on the policies and work of the agencies. The important personalities and media men are either invited to the agency or the representatives of the agency personally meet them.
- Public relations hangout serials, newsletter, journals, advertisement etc can be issued explaining the services and products of the agency.
- Traditional cultural media like drama, dance, song, puppet show etc. can be organized to communicate the message of the agency to the public.

Definition of public relation

According to M. C. Camy, “Public relations in government is the composite of all the primary and secondary contacts between the bureaucracy and the utilize and all the interaction of influences and attitude established in these countries”.

Elements in Public Relation

Public relations involve four major elements. They are

1. Two way communication

Public relations philosophy puts great emphasis on the need for two way communication. The foremost objective is any public relations programme. Therefore is to improve existing channels of communication and to establish two way flow of information . Many of the human problems in organization are ascribed to lack of communication. Management are constantly advised to give prompt and regular information to employees and the public.

2. Mutual understanding

Mutual understanding required a two way communication. A Public relation policy for any organization, should include both upward activity and intelligence to assess the policy and behavior of the management.

3. Caring for public opinions

Public opinion has been described as the ‘source spring’ of public relations. Public relation is the consenses of individual opinion of the majority among the masses, based on their attitudes and widely held moulded by public interest.

4. Social responsibility

The social responsibility of any organization stems that all organization work in the name of the people with the main aim of serving their interest. Public relations seeks to attend itself to the needs and aspirations of the community it serves and identify the interest of the organization with community’s participation.

Need for public relations

As advancing socially and econically, the society is getting sophisticated and every individual needed latest information to live on his digital age. The man certainly would not be able to live will without using the numerous possibility of information offered from today through various media.

Principles of Public relation

The principles of public relations

1. The basic general truth of the concept
2. The guidelines within which the concept is supposed to operate.

Media uses in Public relation

Media is a key element of any marketing or PR plan. PR professionals monitor create and place content and their message via different medias types in order to expand their audience reach to attract and convert prospects.

There are four types of media

1. Owned media

Includes all of the content and information publishes on platforms with own regardless of an individual or an organization. It is the heart of content marketing.

Characteristics of Owned media

- Full control and discretion over content published
- Extend your own brand
- Tends to have a smaller reach
- Encompasses any information your organization create.

2. Social media

Communication platforms where anyone, individual or organization communicate create and share information, either their own or other people. The most important social media platforms for marketing are Facebook, Youtubes, Twitters, etc.

Characteristics of social media

- Consists of communication and commentary
- Includes any formats such as text, photograph, image, videos, audios, etc.

3. Third Party media

Third party media exist for the purpose of creating and distributing information.

Characteristics of third party media:

- Tends to have broader reach and a greater level of authority than other media formats.
- It has established editorial function and point of view.
- Presents content or at least edited by trained professional who compensated for their work.

4. Curate media

Consists of information targeted at an audience where the information presented tends not to be original to the entity.

Characteristics of curate media:

- Search
- Forum based site
- Curative platforms.

Fund raising in Public relations

Fund raising is defined as “the purposive process of solicitating and accepting monetary gifts from individual, corporation and foundation by a charitable organization, especially as managed for the organization by fund raising specialists”.

Importance of fund raising

While everyone seems to acknowledge that getting money into your organization is important, the role of fundraiser is often under valued. Without sufficient funding coming in, groups can struggle to get their important message across, provide their services or indeed survive as a group at all.

Fund raising activities can determine the future of the organization. A strong fundraising efforts can ensure there are adequate fund to support all of your activities. A poor performance can drain money and threatening the very survival of the organization.

Fundraising option include

- Grants
- Sponsorship
- Membership fees
- Bequests
- In kind support
- Donations
- Special events
- Sales/Merchandising

Model Questions

2 Marks

1. Write the meaning of public relations.
2. Objectives of Public Relations
3. Activities of Public Relation.
4. Definition of Public Relation.
5. Elements of Public Relation.
6. What are the principles of Public Relation?
7. Define Fund Raising.
8. Uses of Media in Public Relation. Explain.
9. Needs of Public Relation.
10. What are the types of media?

5 Marks

1. Detailed notes on Public Relation.
2. Write note on media's plays in public relation.
3. Importance of fund raising.

10 Marks

1. How media, fund raising, public relation plays a role in Social Welfare Administration.

V Unit

- 1. Introduction**
- 2. Meaning of Voluntary organization**
- 3. Objectives of voluntary organisation**
- 4. Role of voluntary organization in social welfare**
- 5. Registration of NGOs**
- 6. Society Registration Act, 1860**
- 7. Indian Trust Act 1882**
- 8. Section 8 companies registration Act**
- 9. Place of registration**
- 10. Signing of Memorandum of Association**
- 11. Functions of the board and committee**

Introduction

Voluntarism and social service has a long history in India. It was the main source of welfare and development since from vedic times which had substantial public welfare systems. After Independence, Gandhian voluntary organization dominated the national scene. It aimed at agriculture and livelihood programmes, khadhi and village industries, cooperatives and education. The half later of 1980s and early 1990 witnessed a large expression of Voluntary organization because of people losing a faith in government and because there was a rapid in the availability of funds from domestic and foreign sources. A major highlight of this periods was the establishment of voluntary organizations that providing training, evaluation and documentation to other grass root voluntary organization.

Meaning of Voluntary Organisation

Voluntary Organisation as non- profit driven, non- statutory, autonomous and run by individual who do not get paid for running the organization.

The objectives of Voluntary Organisation

- ❖ Protection and development of children
- ❖ Welfare of women in the rural areas.
- ❖ Services for youth.
- ❖ Community welfare
- ❖ Promotion of educational facility
- ❖ Promotion of public conscience on social problems.
- ❖ Promotion of moral standards and family welfare
- ❖ Prevention of disease, health care etc.
- ❖ Protection and welfare of the handicap.
- ❖ Education of social handicaps for certain groups.
- ❖ Promotion of natural interest through voluntary efforts.
- ❖ Training of worker for field work
- ❖ Protection of nature, animals, etc.

Role of Voluntary Organisation in Social Welfare:

The development of voluntary organization in India is in its historical perspective.

1. the NGOs in the social and health care sector offer their services in different way which helps to improve the standards of support service.
2. Bridging the Gap: NGO endeavor to plug gaps in the government's programmes and reach out to section of peoples often left untouched by states.
3. Role of enabler: Community level outfits and self help groups are critical for bringing any change in the ground.
4. Acting as a pressure group: Mobilize public opinion against government's policies and action.
5. Role in participative governance: Many will society initiatives have contributed to some of the path breaking laws in the country, including the Environmental Protection Act-1986, Right to Education Act-2009 etc.

6. Acting as a Social mediator: The social intermediation is an intervention of different levels of society by various agent to change social and behavior attitudes within the prevailing social environment for achieving desired results of change in society.

Registration of NGOs

There are Three types of register the NGO in India.

1. Society Registration Act, 1860

To form a society, the individual comes together for promoting scientific purpose, charitable purpose and various other objectives as mentioned in section 30 of the Society Registration Act 1860.

Advantage of Society Registration Act

- ❖ Purchase a certain property without legal hassles. Registered society encounter lesser compliances while vesting the property in its own name.
- ❖ File cases against the defaulter or in case of a dispute. The registered society holds the right to enforce proceeding regarding legal affairs in the court.
- ❖ Avail tax exception from income tax. The society working under the act is eligible to fits income tax to return.
- ❖ Carry fewer liabilities.
- ❖ Shift the old property to entity without engaging with daunting documentation or stringent compliances.
- ❖ Protect the properties of the incorporate body against the opponent seeking ownership of the same.
- ❖ Bypasses the provisions that discourage the opening of a bank account in its name.
- ❖ Accumulate funds from outside.

Trust Registration Act

A trust can be established by two or more individuals and registered under the Trust Act of the state. The main instrument of the trust is the trust deed which is executed on non judicial stamp paper. Trustee generally hold office for life, otherwise provided in the trust deed.

Advantage of Trust Registration Act

- ❖ Trust gets land from the government
- ❖ Trust registered under Trust Act uses government registered name
- ❖ Tax benefits
- ❖ 80G certificate benefits
- ❖ White money for construction of building

- ❖ Benefits on services tax or income tax

Section 8 Company Registration Act

The third way to register an NGO is by section 8 of the Indian Companies Act, 2013. These companies are established to protect the charity, religion, trade, etc. But the earning of this company are not used by the shareholders, rather it is used by the company for promotion work.

Advantage of company Acts

- ❖ There is no minimum capital requirement for establishing NGO as per section 8 Company.
- ❖ Similar to the trust, a section 8 Company also gets the special recognition of a separate legal entity.
- ❖ One of the benefits that every NGO reaps is the benefits of tax. Apart from the stakeholders, the contributors to the NGO can also get tax exemption for the donation made to the NGO.
- ❖ NGO are exempted from stamp duty which is otherwise applicable for the registration process.
- ❖ There is no title requirement. Moreover section 8 companies are not required to use a suffix to its name, which the public limited or company has to use.

Place of registration:

The registration of a society is to be done under the Act wherever obtaining the registration and not in the state where the benefits is claimed. Once the person proposing to form a society has decided upon the name of the society and has prepared drafts of memorandum and Rules and Regulation of the society, procedures adopted in getting the society registered.

Signing of memorandum of Association

All the subscribers (Minimum seven) should sign each page of the memorandum and the signature should be by either an Oath Commissioner, Notary Public (Rs.3/- Notarial stamp duty affixed), Gazetted officer, Advocate, Chartered Accountant or 1st class Magistrate with their rubber/ official stamp and complete address.

Persons desirous of forming society should also become members of the first governing body. An outsider cannot become member of governing body in the first instance.

Signature on Rules and Regulation:

The rules should be signed by atleast three members of the governing body.

Functions of the board and committee:

Management committee / Board Members have ultimate responsibility for directing the activity of the organization ensuring it is well run and delivering the outcome for which it has been set up.

Every management /committee board should provide leadership to the organization by:

- Setting the strategic direction to guide and direct the activities of the organization.
- Ensuring the effective management of the organization and its activity.
- Monitoring the activities of the organization to ensure they are keep with the founding principles, objects and values.

Management committee members carry out a vital role within the community and voluntary sectors. Their role is not necessary about doing, it is ensure things are done. Usually the day-to-day management of the organization will be delegated to paid staff or to volunteers although the management committee of smaller organization are often much more actively involved.

The management committee is the group of people who are field accountable for the activities of the organization. It is ultimate decision making forum.

Terms used:

Management committees are also frequently referred to as Boards of Trustees, Governing Bodies, or Executive committees.

Overview of responsibilities:

The Management committees plays an important role in the organization as both leader and decision makers.

❖ Vision and values:

The Management committee ensures that everything the organization does supports its vision, purpose and aims. They establish the fundamental values, the ethical principles and strategic direction in which the organization operates.

❖ Accountability:

The Management Committee must account for everything the organization does, including its spending and activities. The Management Committee is accountable to the membership of the organization and other key stakeholders such as funders and donors.

The Management Committee monitors and evaluates all areas of the organization performance.

❖ Financial oversight:

The Management Committee ensures that all money, property and resources are properly used, managed and accounted for. In order to be accountable, suitable systems must be in place and kept up to date.

❖ Legal duties:

The Management committees ensure compliance with all relevant legal and regulatory requirements and seek guidance around any uncertainties. Everything the management committee and the organization do must also be in line with its governing documents.

❖ Managing Staffs:

In organizations that employ staffs, the management committees is essentially the employer. They must ensure the appropriate policies and procedures are in place for staff and that they are properly managed and supported. The Management committee, usually represented by the chairperson, also directly line manage the most senior staff members.

❖ Managing Volunteers:

Many organizations in the sectors involve volunteers in their work. It is also the responsibility of the management committee to ensure the volunteers are effectively recruited, trained and managed.

Model Questions

2 Marks

1. What is the meaning of Voluntary Organisation.
2. What are the types of registration in NGO?
3. What do you mean by Society Registration Act?
4. Explain about Trust Registration Act.
5. Objectives of Voluntary Organization.
6. Write short notes on Company Registration act.
7. What is Management Committee?
8. Write the advantage of Society Registration act.
9. Advantage of Trust Registration act.
10. Advantage of Company Registration act.

5 Marks

1. Write notes on Society Registration Act.
2. Write details about Trust Registration act.
3. Write about Company Registration Act.

10 Marks.

1. What is Voluntary Organisation, role of Voluntary organization and registration of Voluntary Organisation in India?

Objective type Questions for competitive exam

1. Social workers practice under all of the following auspices EXCEPT

- a. Public
- b. Not-for-profit
- c. For-profit
- d. Media

Answer –c

2. Social welfare administration is coming under the

- a) Direct method of social work
- b) Indirect method of social welfare
- c) Not coming under any method
- d) All the above

Answer-B

3. Welfare administration is referred to

- a) Translating social policies into a welfare program
- b) Method of policies governance
- c) System of administration for social welfare
- d) All the option

Answer -D

4. The nature of social welfare administration is

- a) It can be acquired
- b) It is objective in nature
- c) Practical application of knowledge
- d) All the option is correct

Answer –D

5. Which is not the category of administration according to Henry Fayol

- a) Organization
- b) Command
- c) Coordination
- d) Supervision

Answer – A

6. Who advocated POSDCORB view?

- a) Henry Fayol
- b) Luther Gulick
- c) L.Urwick
- d) M.ovean

Answer –B

7. Who said study of administration deals with Men, Materials and Method?

- a) Luther Gulick
- b) Henery Fayol
- c) P.M Queen
- d) M.ovean

Answer -B

8. What are not the steps of planning in welfare administration?

- a) Formulate appropriate objective
- b) Identify the problem
- c) Collect and understand existing fact
- d) Drafting the report

Answer-A

9. Organization is the part of

- a) Administration Process
- b) Welfare administration Method
- c) Integral View
- d) POSDCORB View

Answer -D

10. When was the five year plan initiated?

- a) 1949
- b) 1951
- c) 1990
- d) 1950

Answer –B

11. Who was the first professor of social administration appointed in the Landon school of Economics?

- a) Richard Titmus
- b) Alcock
- c) Miller
- d) George

Answer-A

12. Who among the following has given the structural view of the society?

- a) Durkheim
- b) Gidding
- c) Maclever
- d) Cooley

Answer -A

13. Who among the following said “Man is a social animal “

- a) Maclever
- b) Freud
- c) Aristotel
- d) Rousseau

Answer – C

14. Abbreviation of CAPART

- a) Council for advance for people actions and rural technology
- b) Council for advance for people association and rural technology
- c) Advancement of people association and rural transformation
- d) Council of additional people association and rural technology

Answer –A

15. Which of the following is not the component of agency administration?

- a) The chief executive
- b) The staff
- c) The donor agencies
- d) The beneficiaries

Answer –D

16. Distributive justice combination of _____

- a) Right and duties
- b) Constitutional remedies and social system
- c) Social and community justice
- d) Community and Society

Answer –A

17. The existence of opportunity for meaningful work and employment is called as

- a) Social security
- b) Social equity
- c) Economic and social equity
- d) Economic Justice

Answer –C

18. In the abbreviation POSDCORB-CO stands for

- a) Communication
- b) Coordination
- c) Counselling
- d) Corporation

Answer- B

19. Social work administration is coming under

- a) Primary method of social work
- b) Secondary method of social work
- c) Method of public administration
- d) All the option

Answer -B

20. Individual abilities can be expanded by enrolling for:-

- a) Training programmes
- b) Acquiring additional degree
- c) Seeking new work assignments
- d) All of the above

Answer -D

21. The concept of “felt needs” is related to:

- (A) Social group work
- (B) Social case work
- (C) Social action
- (D) Community organization

Ans. (D)

22. ‘Evaluation of self-based on reflection or social comparison’ is known as:

- (A) Self-esteem
- (B) Self-awareness

- (C) Self-security
 - (D) Self-confidence
- Ans. (A)

23. The process of mutual influence between worker and client is called:

- (A) Relationship
- (B) Understanding
- (C) Reflexiveness
- (D) Rapport

Ans. (C)

24. Which one of the following is a part of Human Development Index?

- (A) More gross national product
- (B) More industrialization
- (C) Life expectancy
- (D) Fighting against social exclusion

Ans. (C)

25. Which one of the following is the type of dream mechanism?

- (A) Sublimation
- (B) Symbolization
- (C) Rationalization
- (D) Repression

Ans. (A)

26. Schedules V and VI of the Indian Constitution are related to ;

- (A) Decides state boundaries between the states
- (B) Decides the powers and responsibilities of Panchayat Raj
- (C) Protection of rights of tribal
- (D) Protections of minorities in the country

Ans. (C)

27. The principle of specific objective is a principle of ____

- (A) Social case work
- (B) Social group work
- (C) Community organization
- (D) Social Welfare Administration

Ans. (B)

28. Which of the following statements is incorrect with regard to social problems?

- (A) All social problems are deviations from the ideal situation
- (B) Social problems are caused by many factors which are social in origin
- (C) Social problems don not affect all individuals of the society
- (D) Social problems affect different individuals differently

Ans. (C)

29. 'Sansad Adarsh Gram Yojana' (SAGY) was launched in commemoration of the birth anniversary of :

- (A) Sri Dindayal Upadhyaya
- (B) Sri Jayaprakash Narayan
- (C) Sri AtalBihari Vajpayee
- (D) Mahatma Gandhi

Ans. (B)

30. Which one of the following is not a part of hierarchy of needs described by Abraham Maslow?

Safety needs

Esteem needs

Cognitive needs

Normative needs

Ans. (D)

31. Which one of the following does not refer to digital convergence?

(A) Information technology

(B) Consumer electronics

(C) Telecommunications

(D) Exposure to languages

Ans. (D)

32. Which one of the following rights was described by Dr. B.R. Ambedkar as the heart of Indian Constitution?

(A) Rights to constitutional remedies

(B) Right to property

(C) Right to equality

(D) Right to freedom of religion

Ans. (A)

33. Under whose prime ministership the Second National Labour Commission was constituted?

(A) AtalBihari Vajpayee

(B) ViswanathPratap Singh

(C) P.V. NarasimhaRao

(D) Rajiv Gandhi

Ans. (A)

34. Which of the following statements is incorrect with regard to social problems?

(A) All social problems are deviations from the ideal situation

(B) Social problems are caused by many factors which are social in origin

(C) Social problems do not affect all individuals of the society

(D) Social problems affect different individuals differently

Ans. (C)

35. In the year 1915, the controversial speech titled, 'Is social work a profession' at the National Conference on charities and correction was delivered by-

(A) Mary Richmond

(B) Gisla Konopka

(C) Abraham Flexner

(D) Herbert Bisno

Ans. (C)

36. Feeling of extreme sadness and loneliness is symptom of –

(A) Phobia

(B) Hysteria

(C) Manic depression

(D) Paranoia

Ans. (C)

37. Institutional Redistribution Model of Social Policy is associated with-

- (A) Welfare state
- (B) Capital state
- (C) Communist state
- (D) Police state

Ans. (A)

38. Which act requires employers in industrial establishments to define the conditions of employment?

- (A) The Factories Act, 1948
- (B) The Industrial Dispute Act, 1947
- (C) The Industrial Employment (Standing orders) Act, 1946
- (D) The Trade Union Act, 1946

Ans. (C)

39. As per global definition of 2014, social work is not concerned with the promotion of which one of the following?

- (A) Social change
- (B) Social cohesion
- (C) Social choices
- (D) Liberation of people

Ans. (C)

40. As per global definition of 2014, social work is not concerned with the promotion of which one of the following?

- (A) Social change
- (B) Social cohesion
- (C) Social choices
- (D) Liberation of people

Ans. (C)

41. Who among the following is associated with the concept of 'Social Fact'?

- (A) Emile Durkheim
- (B) Karl Marx
- (C) M. Mauss
- (D) Max Weber

42. Locality Development Model of community development was propounded by whom?

- (A) Saul David Alinsky
- (B) Gordon Hamilton
- (C) Jack Rothman
- (D) M.G. Ross

Ans. (C)

43. Asymmetrical distribution indicates-

- (A) Range
- (B) Standard Deviation
- (C) Skewness
- (D) Kurtosis

Ans. (C)

44. Which among the following department was created under the Ministry of Social Justice and Empowerment in May 2012?

- (A) Department of AYUSH
- (B) Department of Disability Affairs
- (C) Department of Youth Affairs
- (D) Department of Refugee Rehabilitation

Ans. (B)

45. Social Distance Scale was developed by-

- (A) Likert
- (B) Thorndike
- (C) Bogardus
- (D) Thurston

Ans. (C)

46. Who is the Vice-Chairman of NITI Aayog?

- (A) Narendra Modi
- (B) Bibek Debroy
- (C) Arvind Panagariya
- (D) Nitin Gadkari

Ans. (C)

47. Which one of the following is not a characteristic of collective bargaining?

- (A) It is a collective process
- (B) It is a flexible process
- (C) It is not a bipartite process
- (D) It is interdisciplinary system

Ans. (C)

48. Belief in the worth of the individual is related to ____

- (A) Social work values
- (B) Social work techniques
- (C) Social work principles
- (D) Social work methods

Ans. (A)

49. 'Something gave or demanded as repayment for wrong doing' refers to ____

- (A) Rehabilitation
- (B) Correction
- (C) Retribution
- (D) Reformation

Ans ©

50. The PC PNDT Act primarily addresses to

- (A) Legal Abortion
- (B) Sex-selective abortion
- (C) Abortion care to unwed mothers
- (D) Abortion care to rape victims

Ans. (B)

