

01944

CERTIFICATE IN NGO MANAGEMENT

Term-End Examination

December, 2011

**BMS-001 : INTRODUCTION TO NGO
MANAGEMENT**

Time : 2 hours

Maximum Marks : 50

(Weightages 70%)

Note : Answer any five questions. All questions carry equal marks.

1. How do NGOs help in advocacy and capacity building issues of the concerned group of people ? **10**
2. Explain the role of management in solving the problems of NGOs that are essentially service-oriented. **10**
3. Explain vision and mission. How do these help a NGO ? **10**
4. What are goals ? Citing instances/examples explain their characteristics. **10**

5. How does the Transactional Model of Communication differ from the Schramm's Model of Communication ? 10
 6. Discuss the Spatial and Visual cues used in non-verbal communication. 10
 7. How is Johari Window helpful in examining our behaviours in relation to others ? Explain. 10
 8. Explain the guidelines that are to be kept in mind while preparing reports. 10
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