

**CERTIFICATE IN NGO MANAGEMENT**

**Term-End Examination**

**December, 2010**

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

*Time : 2 hours*

*Maximum Marks : 50*

*(Weightages 70%)*

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

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1. Why is it necessary for the service organizations (NGOs) to have leadership with values ? Explain with the help of an example.
2. How does an NGO work ? Explain taking into consideration an NGO of your choice.
3. Explain the concept of delegating. Discuss the relevance of delegation for NGOs.
4. Write short notes on :
  - (a) core values.
  - (b) core competencies.

5. What do you understand by structured interpersonal communication ? Explain with the help of an example.
  6. Mobile phone has become an unavoidable sight everywhere. Discuss the use of mobile phones as a tool of communication for NGOs.
  7. What do you understand by strategic goals ? Explain with the help of suitable examples.
  8. What are verbal messages ? Briefly explain the effectiveness of verbal messages.
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