

**DEPARTMENT OF SOCIOLOGY**  
**FOURTH SEMESTER**  
**SOCIOLOGY OF SOCIAL SERVICE ORGANIZATION AND MANAGEMENT**  
**PAPER IV**

**NO. OF CREDITS- 5**

**NO. OF HOURS- 60**

**OBJECTIVE:**

- To examine the role of social service organizations in addressing social issues
- To analyse the organizational structure and management styles of social service agencies
- To examine how social service organization respond to policy changes, funding structures, and community needs
- To explore the relationship between sociological theory and social service practice

**Course Outline:**

- Sociology of Social Service Organization and Management

**Chapter 1: Introduction (10 hours)**

- Typologies of service organizations – Self Help groups, Women Empowerment Groups, CSR initiatives
- Definition and Types of NGOs
- Historical Development of NGOs in India
- Theoretical Frameworks: Social capital theory, Resource mobilization theory, New institutionalism

**Chapter 2: Organizational Structure and Functioning of NGOs (10 hours)**

- Governance Models and Leadership in NGOs
- Human Resource Management: Recruitment, Training, and Volunteer Management
- Fundraising and Resource Mobilization Strategies
- Strategic Planning and Management: Vision, Mission, Monitoring, and Evaluation

**Chapter 3: NGOs and Development in India (15 hours)**

- Role of NGOs in Poverty Alleviation, Health, Education, and Women's Empowerment
- Policy Advocacy and Social Change: Advocacy Strategies and Case Studies
- Challenges Faced by NGOs: Financial Sustainability, Political Interference, Accountability, and Transparency
- Impact Assessment of NGOs: Methods and Case Studies

**Chapter 4: Contemporary Issues and Future Directions (15 hours)**

- Globalization and its Impact on NGOs: Transnational Networks and Collaborations
- Digitalization in NGO Operations: Use of Technology and Social Media
- Sustainability: Sustainable Development Goals (SDGs) and Future Trends in NGO Management
- Case Studies of Successful NGOs in India: Best Practices and Lessons Learned

**Chapter 5: Legislative Framework and Governance of NGOs (10 hours)**

- Overview of Indian Legislations Governing NGOs: The Societies Registration Act, 1860; The Indian Trusts Act, 1882; The Foreign Contribution (Regulation) Act (FCRA), 2010; The Companies Act, 2013
- Case Studies and Practical Applications of Legislative Provisions in NGO Operations

### **Course Outcomes:**

By the end of this course, students will be able to:

- Discuss the historical evolution and typologies of NGOs in India, citing specific examples.
- Analyze the organizational structure, management practices, and strategic planning of NGOs.
- Evaluate the impact of NGOs on social development, policy advocacy, and societal change in India.
- Identify and analyze contemporary challenges facing NGOs and propose strategies for their sustainability.
- Interpret and apply relevant Indian legislations governing NGOs to practical scenarios.

### **Suggested Reading materials:**

#### **Chapter 1: Introduction to NGOs in India**

- Edwards, M., & Fowler, A. (2002). *The Earthscan Reader on NGO Management*. London: Earthscan.
- Vakil, A. C. (1997). Confronting the classification problem: Toward a taxonomy of NGOs. *World Development*, 25(12), 2057-2070.
- Tandon, R. (2002). *Voluntary Action, Civil Society and the State*. Mosaic Books.

#### **Chapter 2: Organizational Structure and Functioning of NGOs**

- Lewis, D. (2014). *Non-Governmental Organizations, Management and Development*. Routledge.
- Sakar, R. (2008). *NGO Management: The Earthscan Companion*. New Delhi: Earthscan.
- Fowler, A. (1997). *Striking a Balance: A Guide to Enhancing the Effectiveness of Non-Governmental Organizations in International Development*. Earthscan.

#### **Chapter 3: NGOs and Development in India**

- Bebbington, A. J., Hickey, S., & Mitlin, D. C. (2008). *Can NGOs Make a Difference? The Challenge of Development Alternatives*. Zed Books.
- Chandhoke, N. (2007). Civil Society. *Development in Practice*, 17(4-5), 607-614.
- Korten, D. C. (1990). *Getting to the 21st Century: Voluntary Action and the Global Agenda*. Kumarian Press.

#### **Chapter 4: Contemporary Issues and Future Directions**

- Riddell, R. C. (2007). *Does Foreign Aid Really Work?*. Oxford University Press.
- Pasha, S. A. (2004). *Non-Governmental Organizations in India: Approaches to Human Development*. Routledge.
- Unerman, J., & O'Dwyer, B. (2006). On the Emergence and Conceptualisation of NGO Accountability. *Public Management Review*, 8(4), 471-486.

#### **Chapter 5: Legislative Framework and Governance of NGOs**

- Government of India. *The Societies Registration Act, 1860*. India Code.

- Government of India. The Indian Trusts Act, 1882. India Code.
- Government of India. The Foreign Contribution (Regulation) Act, 2010. Ministry of Home Affairs.
- Government of India. The Companies Act, 2013. Ministry of Corporate Affairs.

## References

1. Edwards, M., & Fowler, A. (2002). *The Earthscan Reader on NGO Management*. London: Earthscan.
2. Vakil, A. C. (1997). Confronting the classification problem: Toward a taxonomy of NGOs. *World Development*, 25(12), 2057-2070.
3. Tandon, R. (2002). *Voluntary Action, Civil Society and the State*. Mosaic Books.
4. Lewis, D. (2014). *Non-Governmental Organizations, Management and Development*. Routledge.
5. Sakar, R. (2008). *NGO Management: The Earthscan Companion*. New Delhi: Earthscan.
6. Fowler, A. (1997). *Striking a Balance: A Guide to Enhancing the Effectiveness of Non-Governmental Organizations in International Development*. Earthscan.
7. Bebbington, A. J., Hickey, S., & Mitlin, D. C. (2008). *Can NGOs Make a Difference? The Challenge of Development Alternatives*. Zed Books.
8. Chandhoke, N. (2007). Civil society. *Development in Practice*, 17(4-5), 607-614.
9. Korten, D. C. (1990). *Getting to the 21st Century: Voluntary Action and the Global Agenda*. Kumarian Press.
10. Riddell, R. C. (2007). *Does Foreign Aid Really Work?*. Oxford University Press.
11. Pasha, S. A. (2004). *Non-governmental organizations in India: Approaches to human development*. Routledge.
12. Unerman, J., & O'Dwyer, B. (2006). On the emergence and conceptualisation of NGO accountability: A review and critique of the literature. *Public Management Review*, 8(4), 471-486