

UGANDA MARTYRS UNIVERSITY
SCHOOL OF ARTS AND SOCIAL SCIENCES
DEPARTMENT OF DEVELOPMENT STUDIES
BACHELOR OF SOCIAL WORK AND SOCIAL ADMINISTRATION

YEAR III: 2023/2024

END OF SEMESTER I EXAMINATION

SWSA 3110: ELEMENTS OF SOCIAL ADMINISTRATION

NKOZI AND RUBAGA CAMPUSES

DATE: Friday 15th December, 2023

TIME: 9:30am-12:30pm

INSTRUCTIONS:

1. Answer any four questions
2. Each Question carries 25 marks

Question One

- a) Examine the concept of social administration (10 marks)
- b) With examples, discuss components of social administration and social agencies (15 marks).

Question two

Explain the following terms listed below used in Management models and Administrative planning methods in social Administration. (25 marks)

- Self-management (5 marks)
- Management by objectives (5marks)
- Management by walking around (5marks)
- Managing quality (5marks)
- Management by the book (5mark)

Question three

- a. Critically examine the Non Profit Organizations and the ethical dilemmas facing them (15 mark).
- b. Discuss qualities of effective Non-Profit Organization (10 marks)

Question four

With concrete examples, discuss the following terms used in the process of management in social administration. **(25 marks).**

- a. Administration and management (5marks)
- b. Management methods (5marks)
- c. Elements of management process (5marks)
- d. Principles of management (5marks)
- e. Resource allocation (5marks)

Question five

- a). With relevant examples identify and explain the different leadership styles we have in the different organizations. (10 marks).
- b) Deliberate on the qualities of a good leader. (15 marks).

Question six

- a. Assess the characteristics of bureaucracy system. (10 marks).
- b. Explain the advantages and disadvantages of bureaucracy system. (15 marks).

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