

UGANDA MARTYRS UNIVERSITY
UNIVERSITY EXAMINATIONS 2022

SECOND YEAR END OF SEMSTER ONE EXAMINATION FOR THE BACHELOR IN
SOCIAL WORK AND SOCIAL ADMINISTRATION

COURSE: ELEMENTS OF SOCIAL ADMINISTRATION

COURSE CODE: SWSA 2117

DATE: 20th JANUARY, 2022

INSTRUCTIONS

- (a) Answer any four questions.
- (b) All questions carry equal marks.

TIME: 3 Hours

Question one

- a) What would you give as the difference between Administration and Management in a human service organisation? (10 marks)
- b) Discuss the relevance of social work administration in a human service agency of your choice clearly bringing out the role of a social Work Administrator. (15 marks)

Question two

Any Social Worker Administrator in a social agency must ensure effectiveness and efficiency of service delivery. Suppose you are employed as the Administrator of Abigail foundation Agency. How will you ensure that services are effectively and efficiently delivered? In responding to this indicate how the following values can guide you in fulfilling your role as an Administrator. (5 marks each)

- i) integrity
- ii) competence
- iii) service
- iv) importance of human relations

- v) social justice

Question three

- a) There are different models managers use to get things done in an organisation; briefly explain what you understand by the term model in management. (5 marks)
- b) Using an example of an organisation of your choice, explain how a manager can use the following models in managing an organisation. (20 marks)
- i) rational goal model
 - ii) internal process model
 - iii) human relations model
 - iv) open systems model

Question four

Assuming you are a manager in an organisation of your choice, how would you utilise the principles of Scientific Management theory as advanced by Fredrick Taylor in your management role? (25 marks)

Question five

- a) Define supervision (5 marks)
- b) Using examples relevant to social work administration, discuss the role of supervisors in the management and administration of human service agencies. (20 marks)

Question six

Critically examine Maslow's hierarchy of Needs theory and explain its relevance to the management of modern organisations. (25 marks)

Question seven

- a) With the help of a clear example, explain the meaning of bureaucracy in a given organisation. (5 marks)
- b) Briefly explain the structure of a bureaucratic organisation, use an illustration of an organisation in your community clearly indicating how administration is carried out in that organisation. (10 marks)

With the help of clear illustrations, explain any three layers of management typical in a bureaucratic organisation. (10 marks)

Question eight

You are a manager in an organisation and you have been requested to guide the management team on how to motivate the junior staff, with the help of clear examples provide your guidance using at least two theories of motivation. (25 marks)

END