

DSW 121



OFFICE OF THE DEPUTY PRINCIPAL
ACADEMICS, RESEARCH AND STUDENT AFFAIRS

UNIVERSITY EXAMINATIONS

2019/2020 ACADEMIC YEAR

FIRST YEAR SECOND SEMESTER REGULAR EXAMINATION

FOR THE DIPLOMA IN SOCIAL WORK

COURSE CODE: DSW 121
COURSE TITLE: MANAGEMENT & ORGANIZATION
FOR COMMUNITY SERVICES

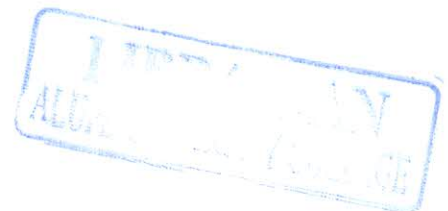
DATE: 12TH OCTOBER , 2020

TIME: 2.00 PM – 5.00 PM

INSTRUCTION TO CANDIDATES

SEE INSIDE
THIS PAPER CONSISTS OF 2 PRINTED PAGES

PLEASE TURN OVER



MAIN EXAM

**DSW 121: MANAGEMENT & ORGANIZATION DEVELOPMENT FOR
COMMUNITY SERVICES**

STREAM: DSW

DURATION: 3 HOURS

INSTRUCTIONS TO CANDIDATES:

- I. *Answer Question ONE and any other TWO Questions.*
- II. *Do not write on the question paper.*

Question One

- a) Discuss FIVE functions of a manager in human service organizations. (10 Marks)
- b) Explain FIVE skills that a manager should possess in community organizations. (10 Marks)
- c) Describe FIVE features of human service organizations. (10 Marks)

Question Two

- a) Discuss the importance of community organizations towards the vulnerable groups. (10 Marks)
- b) Explain FIVE roles of leadership in community service organizations. (10 Marks)

Question Three

- a) Discuss FIVE major players towards advancing human service organizations. (10 Marks)
- b) Assess the importance of participation in human service organizations. (10 Marks)

Question Four

- a) Examine the FIVE social worker competencies in human service organizations. (10 Marks)
- b) Explain FIVE importance of planning in human service organizations. (10 Marks)

Question Five

- a) Discuss FIVE types of professionals that work hand in hand with the community development agents. (10 Marks)
- b) Assess TWO theories of leadership (10 Marks)