



OFFICE OF THE DEPUTY PRINCIPAL
ACADEMICS, RESEARCH AND STUDENT AFFAIRS

UNIVERSITY EXAMINATIONS

2024/2025 ACADEMIC YEAR

FIRST YEAR SECOND SEMESTER REGULAR EXAMINATION

FOR THE DIPLOMA IN SOCIAL WORK

COURSE CODE: DSW 121

**COURSE TITLE: MANAGEMENT AND ORGANISATION
DEVELOPMENT FOR COMMUNITY SERVICES**

DATE: 10TH APRIL 2025

TIME: 11.00 A.M-2.00 P.M

INSTRUCTION TO CANDIDATES

- SEE INSIDE

THIS PAPER CONSISTS OF 2 PRINTED PAGES

PLEASE TURN OVER

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) Highlight the importance of community organizations towards the vulnerable groups. (5 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) Analyze the importance of participation in human service organizations. (5 Marks)

Question Four

- a) Examine the FIVE social worker competencies in human service organizations. (10 Marks)
- b) Assess FIVE importance of planning in human service organizations. (5 Marks)

Question Five

- a) Discuss Four types of professionals that work hand in hand with the community development agents. (8 Marks)
- b) Assess Three theories of leadership (7 Marks)

*****END*****