



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF HUMANITIES, EDUCATION AND SOCIAL SCIENCES

DEPARTMENT OF SOCIAL WORK

END OF SEMESTER EXAMINATION PAPER

COURSE CODE : ASW423

COURSE TITLE : Administration and Management of Social Welfare Organisation

DURATION : 3 Hours

EXAMINER : J.C. Magocha

DATE :

13 APR 2023

INSTRUCTIONS TO CANDIDATES:

1. Answer any **THREE** questions only.
2. Each question carries equal marks.
3. Start each question on a new page of your answer booklet.

QUESTIONS

1. Examine the contributions of Elton Mayo's Human Relations approach the management of human service organisations
2. Demonstrate how the concept of groupthink can affect performance in non-statutory organizations.
3. Examine the impact of the structural social, political and economic forces on the management of social welfare organisations in Zimbabwe.
4. Examine the applicability of Herzberg's Two-Factor theory in motivating the employees of human service organisations.
5. With the aid of examples, illustrate the nexus between leadership and management.

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