



**KISII UNIVERSITY**  
**UNIVERSITY EXAMINATIONS**

**SECOND YEAR EXAMINATION FOR THE AWARD OF THE DEGREE OF**  
**BACHELOR OF ARTS IN SOCIAL WORK**  
**FIRST SEMESTER 2021/2022**  
**[JUNE-SEPTEMBER, 2022]**

**SWSA 201: THEORY AND MANAGEMENT OF ORGANIZATIONS**

**STREAM: Y2S1**

**TIME: 2 HOURS**

**DAY: MONDAY, 9:00 – 11:00 AM**

**DATE: 05/09/2022**

**INSTRUCTIONS**

- 1. Do not write anything on this question paper.***
- 2. Answer questions ONE and any other TWO questions.***

**QUESTION ONE - 30 MARKS**

Define and explain the following as used in Social work:-

- |   |            |
|---|------------|
| a) Theory in business organizations         | (5 marks)  |
| b) Autocratic leadership style              | (5 marks)  |
| c) Adaptation to organizational changes     | (5 marks)  |
| d) Human service skills and behaviours      | (5 marks)  |
| e) Functions of management in organizations | (10 marks) |

**QUESTION TWO - 20 MKS**

As a social worker attached to Moi Teaching and Referral Hospital, explain in detail how you would develop an appropriate internal and external structure of the organization. (20 marks)

**QUESTION THREE – 20 MKS**

- Ethical issues are paramount in social work sector. Discuss (10 marks)
- Describe strategies for organizational development that enhances organizational problem solving. (10 marks)

**QUESTION FOUR – 20 MKS**

- a) Discuss the problems encountered in the human service organizations.  
(10 Marks)
- b) Describe the importance of mission and goals of an organization.  
(10 Marks)

**QUESTION FIVE - 20 MKS**

- a) We have various styles of Leadership. Explain the Laissez – faire style and highlight its challenges.  
(10 marks)
- b) Discuss the reasons why Efficiency and Effectiveness should be embraced in good management strategies.  
(10 marks)