



**AFRICA**  
**UNIVERSITY**  
A United Methodist-Related Institution

*"Investing in Africa's Future"*

**COLLEGE OF SOCIAL SCIENCES, THEOLOGY, HUMANITIES AND  
EDUCATION**

**HSW 215 MANAGEMENT OF SOCIAL WELFARE SERVICES**

**END OF FIRST SEMESTER EXAMINATIONS**

**APRIL 2019**

**LECTURER: MS. MEMORY MUNZARA**

**DURATION: 3HOURS**

***INSTRUCTIONS***

1. Do NOT write your name on the answer sheet.
2. Answer ANY three questions.
3. Begin your answer for each question on a new page.
4. Each question is worth 25 marks.
5. Credit is given for neat, well-written and well-structured work.



1. Explain the main functions of management in social welfare organizations.
  2. Discuss the essentiality of management in any organization, giving appropriate examples where possible.
  3. Analyse any two theories of management and explain how they enhance service delivery in social welfare organizations.
  4.
    - a) Assess the structure, composition, role and purpose of Social Welfare Organisations' (SWOs) boards in general (12.5 marks).
    - b) Elaborate on the relationship between SWO boards, management and the organisation's stakeholders (12.5 Marks)
  5. Evaluate the significance of the monitoring and evaluation process in the management of social welfare organisations.
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