



COLLEGE OF SOCIAL SCIENCES, THEOLOGY, HUMANITIES & EDUCATION

NHSW 425: Management of Social Welfare Organisations

END OF FIRST SEMESTER EXAMINATIONS

NOVEMBER/DECEMBER 2025

LECTURER: DR R. TARUVINGA

DURATION: 3 HOURS

INSTRUCTIONS

1. This paper contains **TWO** sections (A and B).
2. Section A is **COMPULSORY**.
3. Answer **ANY TWO (2) questions** from Section B.
4. Start each question on a new page in your booklet.
5. Do not repeat material.

SECTION A: COMPULSORY

INSTRUCTION: *Answer Question 1.*

Question 1

Demonstrate the applicability of Weberian bureaucracy in the administration of macro-level social welfare services.

[100 marks]

SECTION B

INSTRUCTION: *Answer ANY TWO (2) questions.*

Question 2

With reference to examples from your industrial attachment, discuss the **four** (4) functions of management.

[100 marks]

Question 3

Demonstrate how a manager can utilise Herzberg's Two-Factor Theory to optimize productivity in a human service organisation.

[100 marks]

Question 4

Present a concise conflict management plan for any organisation of your choice. **[100 marks]**

Question 5

Examine the main barriers to ethical management in the context of developing nations.

[100 marks]

END OF PAPER