## **SECTION A: SOCIAL WORK PRACTICE**

Answer any TWO questions from this section.

1.	(a)	Describe five functions of management.	(10 marks)	
	(b)	Describe five types of organizational capacity building.	(10 marks)	
2.	(a)	(i) Explain the meaning of "Expectancy theory of motivation".	(2 marks)	
		(ii) Describe three factors of Expectancy theory.	(6 marks)	
	(b)	Explain six ways of developing an organizational culture in a community organization.	y based (12 marks)	
3.	(a)	State and describe five sources of organizational conflict.	(10 marks)	
	(b)	Explain five benefits of informal organizations.	(10 marks)	
4.	(a) Explain the meaning of each of the following terms:			
		<ul> <li>(i) community based organization;</li> <li>(ii) corporate social responsibility;</li> <li>(iii) benchmarking;</li> <li>(iv) organizational structure.</li> </ul>	(8 marks)	
	(b)	organization.		
		SECTION B: CAPACITY BUILDING AND EMPOWERMENT		
		Answer any TWO questions from this section.		
5.	(a)	Explain each of the following elements of community strength:		
		(i) altruism; (ii) common values; (iii) information; (iv) wealth; (v) trust.		
			(10 marks)	
	(b)	Explain five advantages of capacity building.	(10 marks)	

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6.	(a)	Describe each the following tools of assessing training needs of a community:		
		<ul> <li>(i) wheeling;</li> <li>(ii) star matrix;</li> <li>(iii) priority ranking;</li> <li>(iv) participant observation.</li> </ul>	(8 marks)	
	(b)	Explain six types of capacity building and empowerment indicators.	(12 marks)	
7.	(a)	Explain four advantages of brainstorming as a technique of capacity buildi	ng. (8 marks)	
	(b)	Explain each of the following features of an effective community empowerment		
		<ul> <li>(i) commitment to the community;</li> <li>(ii) awareness of the community identities and contribution;</li> <li>(iii) caring;</li> <li>(iv) collective efficacy;</li> <li>(v) participation in community affairs;</li> <li>(vi) expression of collective views.</li> </ul>	(12 marks)	
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8.	(a)	Describe five characteristics of Oganizational Development (OD).	(10 marks)	
	(b)	State and describe five qualities of an effective leader.	(10 marks)	
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