

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 based organization. (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:
 - (i) community based organization;
 - (ii) corporate social responsibility;
 - (iii) benchmarking;
 - (iv) organizational structure. (8 marks)
- (b) Describe **six** tactics used by leaders to gain political power in a community based organization. (12 marks)

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)

