Gratia Christian College
宏恩基督教學院

Quiz

Programme	:	Bachelor of Social Work
Academic Year (Semester)	:	2025 - 2026 (Semester 3)
Course Code	:	SW4101
Course Title	:	Administration in Human Service Organizations
Date	:	25/8/2026
Time	:	7:00 p.m.-9:00 p.m.
Time Allowed	:	2 hours
Weighting	:	40% of the Overall Marks

Student ID No. :

This paper has 16 pages (including this cover page).

Instructions to candidates:

1. This question paper contains 2 sections: section A and section B.
2. Answer all questions in this question-answer paper provided.
3. This paper carries 100 marks which are allocated to each question as indicated.
4. This is a closed-book quiz.

No materials or aids are allowed during the whole quiz. If any unauthorized materials or aids are found on a candidate during the quiz, the candidate will be subject to disciplinary action.

Do not turn this page until you are told to do so.
You should hand in this question-answer book after the quiz.

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Section A：Multiple-Choice Questions (60%)

Attempt all questions－ Each question weighs 2%

Write your selected answer (a, b, c, d or e) in the box next to each question number.

Question Number	Your Answers
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

Question Number	Your Answers
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	

Question Number	Your Answers
21	
22	
23	
24	
25	
26	
27	
28	
29	
30	

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Section B：Short questions (40%)

Please choose two of the following questions and use not more than 300 words to answer the question.

1. Please describe the difference between a vision statement and a mission statement. Provide an example of how they guide strategic planning in an NGO.

2. Please describe the three essentials of an effective social worker during the selection process and elaborate on why they are important.

3. Please describe and elaborate the three main types of managerial roles proposed by Mintzberg (1973) in human service organizations.

4. What are the major differences between a human service and business organization? Please elaborate.

THE END

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Answer sheet

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