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**299 2195**

**Study unit 3: Theories of social work management**  
*Leereenheid 3: Teorieë van maatskaplikewerkbestuur*

**01/08/2016**



JOSEPH S  
SIBONGILE K  
MOGAPI PD  
NKALA N  
ROSS M  
VAN DEN BERG L

iris



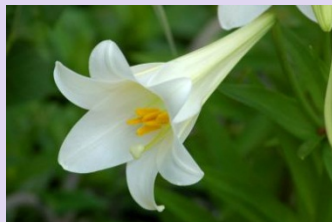
BEZUIDENHOUT G  
KIRSTEN K  
MOKGETHI F  
PAPKE M  
ROSSOUW S  
VAN DER MERWE AC

daisy



BRENKMAN S  
KLEYNHANS L  
MOKOENA B  
PHALATSI B  
SCHUTTE T  
VAN VUUREN S

lily



BUYS L  
KOKO T  
MOLAKENG B  
JUANISKA P  
SENAMA N  
VAN WYK E  
LEBONA, F

bellflower



FEBRUARY E  
MACDONALD L  
MOLETE B  
PIETERSEN C  
SENGWAYO P  
VAN WYK T

rose



FLYNN H  
MARIGE T  
MOSES M  
PRATT R  
SIBIYA GH  
ZWANE V

protea



HATINGH M  
MAROLLA J  
MOUTON J  
QOKELA V  
SWARTS Z  
VAN ZYL D

azalea



HURTER L  
MKABELA H  
NGOYAMA N  
ROODT W  
THERON O  
MATLHARE N

tulip



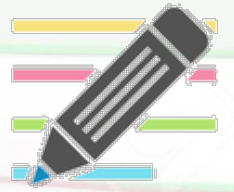
# A LOOK BACK / 'n TERUGBLIK



NORTH-WEST UNIVERSITY  
YUNIBESITI YA BOKONE-BOPHIRIMA  
NOORDWES-UNIVERSITEIT  
POTCHEFSTROOMKAMPUS

**Power**  
**Control**  
**Planning**  
**Authority**  
**Monitoring**  
**Evaluation**  
**Organising**  
**Leadership**  
**Supervision**  
**Accountability**  
**Responsibility**  
**Administration**  
**Decision making**  
**Human resource**





## **Study unit 3 / Leereenheid 3**

**Demonstrate your knowledge of the different theories / *Demonstreer jou kennis van die verskillende teorieë***

**Identify and describe different theories / *Die verskillende teorieë te identifiseer en te beskryf***

**Critically evaluate the different theories / *Die verskillende teorieë krities te evalueer***

**Provide a comparative analysis of the different theories / *'n vergelykende ontleding van die verskillende teorieë te verskaf***

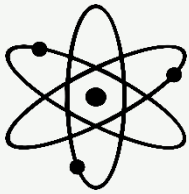






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THEORIES / TEORIEË

t h e o r y

- CLASSICAL THEORIES/ KLASSIEKE TEORIEË
- THE GENERAL SYSTEMS THEORY / DIE ALGEMENE SISTEME TEORIEË
- THE HUMAN RELATIONS APPROACH / MENSEVERHOUDINGBENADERING
- THE HUMAN RESOURCES APPROACH / DIE MENSLIKE HULPBRON BENADERING
- THE EMPOWERMENT APPROACH / DIE BEMAGTIGINGSBENADERING
- THE STRENGTHS PERSPECTIVE / DIE STERKTESPERSPEKTIEF





- CLASSICAL THEORIES
  - Bureaucracy
  - Scientific management theory
  - Universal management principles

- KLASSIEKE TEORIEË
  - Burokrasie
  - Wetenskaplikebestuursteorie
  - Universele bestuursbeginsels

# BUREAUCRACY / BUROKRASIE



NORTH-WEST UNIVERSITY  
YUNIBESITHI YA BOKONE-BOPHIRIMA  
NOORDWES-UNIVERSITEIT  
POTCHEFSTROOMKAMPUS

- Clear and centralized hierarchy of authority and responsibility
  - A high degree of specialization
  - Prescribed systems of rules and procedures
  - Hiring and promotion based on technical ability
  - Impersonal and not focused on social relationships
  - Extensive use of written documentation
- 
- Duidelike en gesentraliseerde hiërargie van gesag en verantwoordelikheid
  - 'n Hoë mate van spesialisasie
  - Voorgeskrewe stelsels van reëls en prosedures
  - Aanstelling en bevordering op grond van tegniese vaardigheid
  - Onpersoonlik en nie gefokus op sosiale verhoudings nie
  - Uitgebreide gebruik van geskrewe dokumentasie

# SCIENTIFIC MANAGEMENT / WETENSKAPLIKE BESTUUR



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POTCHEFSTROOMKAMPUS

- FREDERICK TAYLOR
  - Breaking down tasks into smaller components
  - Efficiency and productivity
  - Ignored human aspects of employment
  - The manager always knows better
  
- FREDERICK TAYLOR
  - Afbreek van take in kleiner komponente
  - Doeltreffendheid en produktiwiteit
  - Ignoreer menslike aspekte van indiensneming
  - Die bestuurder weet altyd beter



# UNIVERSAL MANAGEMENT PRINCIPLES | Henry Fayol



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POTCHEFSTROOMKAMPUS

- **14 Principles of management**

- Division of work in terms of specialization
- Responsibility emerges from authority
- Discipline results from good leadership
- Commands should be received from one superior only
- Unity of direction – activities should aim for the same objectives
- Subordination of individual interest – personal interests vs interests of a group
- Remuneration should be fair
- The degree of centralization – decision making should be balanced in an organization
- Clear line of hierarchy
- Order in resources
- Employers should be equally treated
- Low personnel turnover rate enhances the attainment of goals
- Subordinates should be given the opportunity to come up with initiatives
- Unity

<http://www.toolshero.com/management/14-principles-of-management/>



# UNIVERSELE BESTUUR BEGINSELSJ Henry Fayol

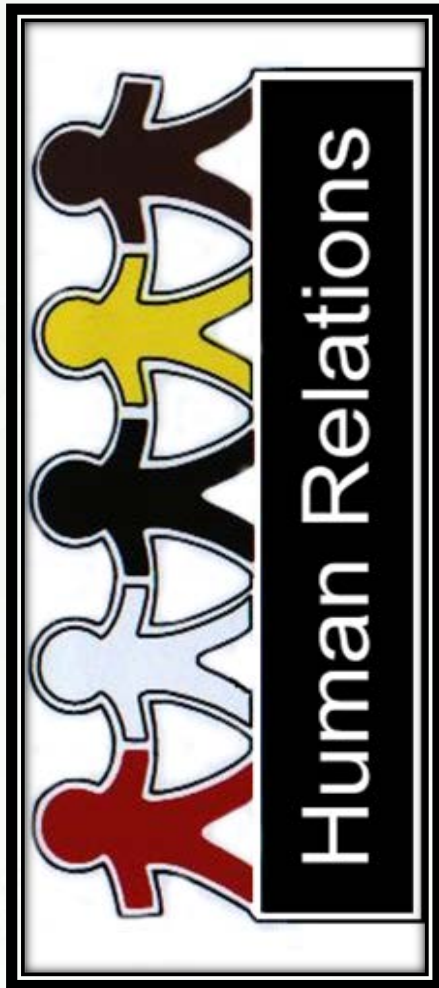


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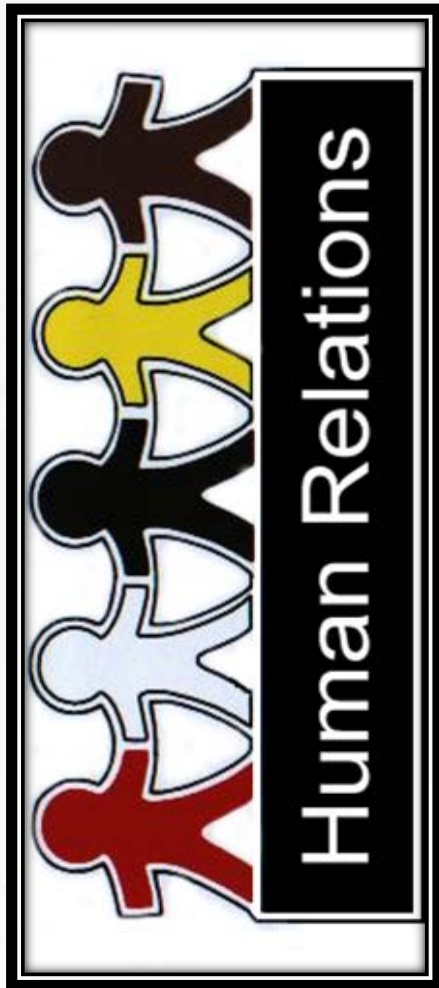
- 14 Beginsels van bestuur
  - Verdeling van werk in terme van spesialisasie
  - Verantwoordelikheid kon na vore vanuit gesag
  - Dissipline is die resultaat van goeie leierskap
  - Opdragte moet slegs van een bestuurder ontvang word
  - Eenheid vir rigting - aktiwiteite moet streef na dieselfde doelwitte
  - Ondergeskiktheid van individuele belang - persoonlike belange vs. belange van 'n groep
  - Vergoeding moet billik wees
  - Die mate van sentralisering - besluitneming moet gebalanseerd wees in 'n organisasie
  - Duidelike vlakke van hiërargie
  - Orde in hulpbronne
  - Werkgewers moet gelyk/dieselfde behandel word
  - Lae personeel omsetsnelheid verhoog die bereiking van doelwitte
  - Ondergeskiktes moet die geleentheid gegun word om met inisiatiewe vorendag te kom
  - Eenheid

<http://www.toolshero.com/management/14-principles-of-management/>





- **HUMAN RELATIONS APPROACH**
  - Workers are motivated and committed to work by many factors
  - Hierarchy of needs (Maslow)
- **MENSEVERHOUDING BENADERING**
  - Werkers word gemotiveer en daartoe verbind om te werk deur verskeie faktore
  - Hiërargie van behoeftes (Maslow)

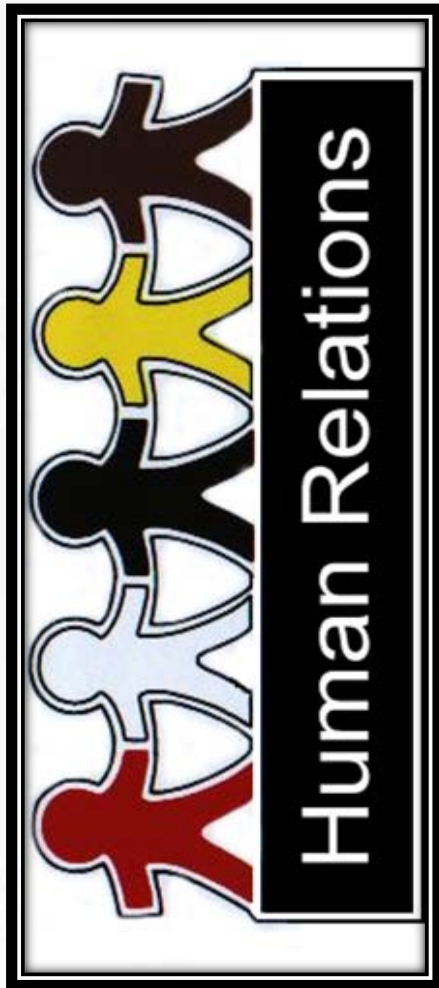


- **HUMAN RELATIONS APPROACH**

This theory was developed with careful insight on previous theories

  - people are emotional rather than economic-rational beings
  - organizations are cooperative social systems rather than mechanical ones
  - organizations are composed of informal structures, rules, and norms as well as formal practices and procedures
  - Involvement from early stages
  - All factors are inter related
  - The needs of individuals





- Menseverhoudingsbenadering  
Hierdie teorie is ontwikkel met fyn insig van vorige teorieë
  - Mense is emosionele eerder as ekonomiese-rationele wesens
  - Organisasies is koöperatiewe sosiale stelsels eerder as meganiese stelsels
  - Organisasies is saamgestel uit informele strukture, reëls en norme asook formele praktyke en prosedures
  - Deelname vanaf 'n vroeë stadium
  - Alle faktore is verwant
  - Die behoeftes van individue

# HUMAN RELATIONS THEORY / MENSEVERHOUDINGSTEORIE



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- 1868 – 1933
- Social worker
- Organisational control – sensitivity to human factors
- Power with responsibility
- Authority – knowledge and experience
- Management – ethical principle of respect for human dignity
- Workers and managers – don't have a common ground
- 1868 – 1933
- *Maatskaplike werkster*
- *Organisatoriese beheer - sensitief vir menslike faktore*
- *Mag met verantwoordelikheid*
- *Gesag - kennis en ervaring*
- *Bestuur - etiese beginsel van respek vir menswaardigheid*
- *Werkers en bestuurders - het nie "gelyke vlak"/ "iets in gemeen" nie*

MARY PARKER FOLLET | HUMAN RELATIONS  
THEORIST



- **HUMAN RESOURCES APPROACH**

- Linked with the strengths perspective
- Workers are motivated and committed to work by many factors
- Hierarchy of needs (Maslow)

<http://orgcommsarahdalton.blogspot.co.za/2007/10/human-relations-and-human-resource.html>

- **MENSLIKE HULPBRONNE  
BENADERING**

- Gekoppel met die Sterktesperspektief
- Werkers word gemotiveer en daartoe verbind om te werk deur verskeie faktore
- Hiërargie van behoeftes (Maslow)

<http://orgcommsarahdalton.blogspot.co.za/2007/10/human-relations-and-human-resource.html>



- THE EMPOWERMENT APPROACH

- Increase the power of staff and service users in the organization

[http://www.tandfonline.com/doi/pdf/10.1300/J147v29n03\\_03](http://www.tandfonline.com/doi/pdf/10.1300/J147v29n03_03)

- DIE BEMAGTIGINGSBENADERING

- Verhoog die mag van personeel en dienste gebruikers in die organisasie

[http://www.tandfonline.com/doi/pdf/10.1300/J147v29n03\\_03](http://www.tandfonline.com/doi/pdf/10.1300/J147v29n03_03)





- THE STRENGTHS PERSPECTIVE
  - Not a theory, more of a perspective
  - ‘A way of thinking’
- DIE STERKTESPERSPEKTIEF
  - Nie 'n teorie nie, meer 'n perspektief
  - "'n Manier van dink "

# LET'S TWEET

## #BSWG2232016



Think of all the theories mentioned today;

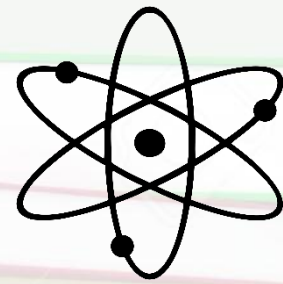
1. Choose one
2. Motivate your selection in less than 140 characters

Dink aan al die teorieë wat vandag bespreek is;

1. Kies een
2. Motiveer jou keuse in minder as 140 karakters

# Reflect and create a theory

1. Name your theory
2. 5 principles



# Reflekteer en skep 'n teorie

1. Geen dit 'n naam  
(benoem)
2. 5 beginsels

# CLASS PREPARATION / KLASVOORBEREIDING

**15/08/2016 | Study unit 4**

- **Study unit 4 – THE MANAGEMENT FUNCTIONS / DIE BESTUURSFUNKSIES**
  - Describe the different function of management/ *Die verskillende funksies van bestuur in die algemeen te beskryf*
  - Define basic terminology / *Basiese terminologie te definieer*
  - Application / *Toepassing*



# IMPORTANT / BELANGRIK

- **TWITTER**

- Participate in the discussion on the different theories of social work management / *Neem deel aan die gesprek oor die verskillende teorieë van maatskaplikewerkbestuur*

- **CLASS TEST (1) / KLASTOETS (1)**

- Study unit 1 – 2 / Leereenheid 1 – 2
- Thursday / Donderdag 11/08/2016, 8:00



"I forgot to make a back-up copy of my brain, so everything I learned last semester was lost."