

# 강의계획서 (Syllabus)

2019학년도 제2학기

교과목명 (Course Title)	학수번호 (Course No)	이수구분 (Course Classification)	강의실/수업시간 (Classroom & Time)	학점 (Credit)
사회복지행정론	SOW2026-01	전공	월5.5-6.5, 목5.5-6.5 207-303(혜화관 303 303 강의실), 207-303(혜화관 303 303 강의실)	3

담당교수 (Instructor)		담당조교 (Teaching Assistant)	
이름 (Name)	김학주	이름 (Name)	
연구실 위치 (Office)			
연락처 1(연구실) (Office Phone Number)		연락처 1(연구실) (Office Phone Number)	
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연락처 2(휴대폰) (Cellular Phone)		연락처 2(휴대폰) (Cellular Phone)	
상담시간 (Office Hours)	강의전/후 1시간	상담시간 (Office Hours)	

<b>강의개요</b> (Course Description)	<p>Lecture overview</p> <p>Based on the understanding of social welfare organization, it acquires the necessary knowledge and skill for the effective organization managements. The concept of social welfare administration exists in an intermediate area between social welfare policy and social welfare practice. It aims to promote understanding of operating of social welfare institutions. To this end, its surrounding environment, management history, core principles and mechanisms, and related techniques are examined with organizational theories related to social welfare administration. In our pluralistic society, the role of private social welfare organizations, efficient public welfare service delivery systems, public and private cooperation to boosting its effectiveness, planning and evaluating process are supposed to be harmonized at the same time. we are going to recognize and deepen our understanding in this class by learning the methodology of organizational management and its developmental change in providing social welfare services.</p>
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<b>강의목표</b> (Course Objectives)	<p>Course Goal</p> <p>In the latter half of the previous 20th century, the social welfare environment such as the evaluation system and the introduction of social security system has been changed drastically in accordance with the expansion of neo liberal ideology. The changing environment requires increasing its efficiency, effectiveness, and accountability of social welfare organizations and services. Therefore, a new approach to social welfare administration has been suggested from different scholars and perspectives and it is necessary to approach social</p>
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<b>강의목표 (Course Objectives)</b>	<p>welfare administration through application of practical and modern management techniques.</p> <p>In this course, the aim of this class has three folds:</p> <ol style="list-style-type: none"> <li>1. knowledge building: The first objective of this lecture is to understand key historical and theoretical backgrounds of social welfare administration.</li> <li>2. Problem Solving: The second objective of this lecture is to cultivate the potentials to resolve possible issues in managing an organization.</li> <li>3. Business Adaptability: The second objective of this lecture is for students to help play an important role as a public /private administrator of a social welfare organization in the near future.</li> </ol>
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<b>모의수업 실시여부(교직)</b>	
<b>개선사항 반영 여부</b>	아니오

<b>강의구조 (Course Structure)</b>	<b>강의방법 (Method)</b>	<b>비율 (Percentage)</b>
	강의(Lecture)	80
	토론발표(Discussion/Presentation)	20

평가요소 (Category)	비율 (Percentage)	
	변경전	변경후
출석 (Attendance)	10	10
중간고사 (Midterm Exams)	40	40
기말고사 (Final Exams)	40	40
과제 (Homework)		10
수업참여도	10	

교재 및 참고서적 (Textbooks & Reference books)	구분 (Type)	교재명 (Title)	저자 (Author)	출판사 (Publisher)	출판년도 (Published Date)	지정도서 (Course Reserved books)
	주교재 (Primary Textbook)	The Social Construction of Public Administration: Interpretive and Critical Perspectives (SUNY series in Public Administration) The Social Construction of Public Administration: Interpretive and Critical Perspectives	Jong S. Jun and Frank P. Sherwood	SUNY Press	2007	지정
	주교재 (Primary Textbook)	Social Insurance: America's Neglected Heritage and Contested Future	Theodore R. Marmor, Jerry L. Mashaw, et al.	CQ Press	2013	지정
	주교재 (Primary Textbook)	The Transformation of Governance: Public Administration for the Twenty-First Century	Lester M. Salamon	Johns Hopkins University Press	2015	지정
	부교재 (Secondary Textbook)	사회복지행정론	신복기	공동체	2011	지정
	부교재	사회복지행정론	강종수	학지사	2011	지정

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	(Secondary Textbook)					
	부교재 (Secondary Textbook)	사회복지행정론	한국복지행정학회	양서원	2011	지정

과제 (Assignments)	과제명 (Assignment Title)	제출일자 (Due Date)	제출방법 (Mode of Submission)

수강요건 (선수과목포함) (Course PreRequisites)	사회복지학개론
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실험실안전 교육계획	
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기타 안내사항 (Other Information)	<p>1. 중간고사 및 기말고사 이외에 과제는 없으나 공휴일로 인한 필수적인 상황이 발생할 경우 간단한 출석대체과제를 부과할 수 있음.</p> <p>2. 평가에 있어서 출석의 경우는 결석 1 회당 - 1점을 부과할 예정임.</p> <p>3. 수업참여도에 있어서 태도불량의 경우 지적 1회당 -1점을 부과할 예정임. 반대로 좋은 질문이나 답변의 경우 1회당 1점을 부여할 예정임.</p> <p>4. 강의 일정은 휴보강일에 따라 다소 차이가 있을 수 있음. 다만, 강의 내용에는 변동이 없음.</p> <p>5. 본 과목을 수강하는 장애학생은 수업에 필요한 별도의 지원이 필요한 경우, 담당 교강사 및 장애학생지원센터(서울 02-2260-3043)로 필요한 사항을 요청하시기 바랍니다.</p>
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## 주별 강의 일정(Class Schedule)

주 (Week)	강의내용 (Class Topic & Contents)	현장연계 수업여부(교직)	비고 (Remarks)
1	Week 1:  1/1. Orientation 1) Course introduction 2) Course Objectives 3) Lecturer introduction  1/2. Defining the concept of Social Welfare Administration		introducing assignments and other notable notes, scheduled to provide lecture ppt and key summary notes
2	Week 2. Ideology and approach of social welfare administration 1) Lecture topic: Ideology and approach of social welfare administration 2) Lecture Goal: To understand the welfare philosophy of social welfare administration 3) Details of the lecture: - Learning the value of social welfare administration - Learning about approaches of social welfare administration 4) Teaching method: lecture, question and answer		Previous lecture summary using PPT presentation, scheduled to provide lecture ppt and key summary notes
3	Week 3. History of social welfare administration 1) Lecture topic: History of social welfare administration 2) Lecture Goal: To understand history of social welfare administration 3) Details of the lecture: (1) History of the British Social Welfare Administration - Laboratory - Fuser - Expander - above equipment (2) History of American Social Welfare Administration - Former - generator - Establisher (3) History of Korean Social Welfare Administration - Social welfare administration in Japan and US military era - Social welfare administration of the 1st and 2nd republic era - Social Welfare Administration in the 3rd · 4th Republic - 5.6. Social Welfare Administration in the Republican Era - Social Welfare Administration after the Civilian Government (4) Prospects and Tasks of the Korean Social Welfare Administration - Changes in social welfare organization and future tasks - Prospects and Tasks of Social Welfare Administration in Korea		Previous lecture summary using PPT presentation, scheduled to provide lecture ppt and key summary notes
4	Week 4. Theoretical value of social welfare administration 1) Lecture title: Theoretical value of social welfare		Previous lecture summary using PPT

주 (Week)	강의내용 (Class Topic & Contents)	현장연계 수업여부(교직)	비고 (Remarks)
	administration 2) Lecture Goal: Th To understand Theoretical value of social welfare administration organization 3) Details of the lecture: (1) Significance of social welfare administration organization - Understanding the organization - Scott's organizational theory (2) Classical model - Scientific management theory - Administrative management - Bureaucracy theory (3) Relationship model - Human relations theory - McGrillian X, Y theory - Importance of human relationship theory (4) Structuralism model - Structuralism theory - situation theory - System theory (5) Modern organizational management model - Goal management - Total quality control - Adhocracy		presentation, scheduled to provide lecture ppt and key summary notes
5	Week 5. knowledge and skills of social welfare administrators 1) Lecture Title: Social welfare organization 2) Lecture Goal: Social welfare service delivery system 3) Details of the lecture: (1) Outline of social welfare service delivery system - Concept of social welfare service delivery system - Analysis of social welfare service delivery system - Service type (network) personality (2) Principles of social welfare service delivery system - rule - Principles to consider in building social welfare service delivery system - Principles of social welfare service delivery system of domestic and foreign scholars - Delivery system improvement strategy for enhancing service integration (3) Public social welfare service delivery system - Actual condition of public social welfare service delivery system - Problems of public social welfare service delivery system - Improvement of public social welfare service delivery system (4) Private social welfare service delivery system - Concept of private social welfare organization - The necessity of private social welfare service delivery system - Four types of social welfare council - Problems as the social welfare council - Problems of private social welfare service delivery system - Improvement of private social welfare service delivery system (5) Social welfare service role sharing - Role of central and local government - Participation of social welfare service between government and private		Previous lecture summary using PPT presentation, scheduled to provide lecture ppt and key summary notes
6	Week6. Environment of social welfare organization 1) Lecture Title: Environment of social welfare		Previous lecture summary using

주 (Week)	강의내용 (Class Topic & Contents)	현장연계 수업여부(교직)	비고 (Remarks)
	organization 2) Lecture Goal: To study Environment of social welfare organization 3) Details of the lecture: (1) Social welfare organization and environment - Contents of the social welfare organization in Korea - Relationship between social welfare organization and environment - Improvement of environment of social welfare organization (2) Environmental factors of social welfare organizations - Environmental characteristics of social welfare organization - Environmental factors of social welfare organization (3) environmental theory of social welfare organization - Situation fit theory - Growth theory of organization - Organizational system theory - expectation theory - Political and Economic Theory (4) Environmental management of social welfare organizations - Environmental management in Korea - Our organizational culture needed for social welfare organization - Environmental management strategy		PPT presentation, scheduled to provide lecture ppt and key summary notes
7	Week7. Leadership of social welfare organization 1) Lecture Title: Leadership of social welfare organization 2) Lecture Goal: To build Leadership of social welfare organization 3) Details of the lecture: (1) Leadership concept of social welfare organization - Definition of leadership - The need for leadership - Elements of leadership (2) Leadership Theory - Leadership trait theory (trait theory) - Leadership Behavior Theory - Leadership Situation Theory (3) Leadership type - Indicative leadership - Mandatory leadership (free-standing type) - Participatory (democratic) leadership (4) Leadership level - top management leadership - middle management leadership - Sub-managerial leadership (5) Measurement and development of leadership - Leadership measurement - Leadership Development - Leadership development at organizational level - Social welfare organization culture		Previous lecture summary using PPT presentation, scheduled to provide lecture ppt and key summary notes
8	Week 8. Mid-term exam Planning and decision making 1) Lecture Title: Planning and decision making		Previous lecture summary using PPT presentation, scheduled to provide lecture

주 (Week)	강의내용 (Class Topic & Contents)	현장연계 수업여부(교직)	비고 (Remarks)
	2) Lecture Goal: To learn Planning and decision making 3) Details of the lecture: (1) Meaning and necessity of planning - Significance of Planning - The need for planning (2) types and processes of planning - Types of planning - Process of Planning (3) Role of decision making and social welfare administrators - Decision - Decision making model - Techniques used in planning - Decision making techniques - Role of social welfare administrators in decision making (4) Principles and types of communication - Significance of communication (communication) - Principles of communication - Types of communication (communication) (5) Effective method of communication - Important considerations for communication - obstacles and overcoming of communication (6) Performance management - Concept of performance management - Components of performance management - Procedures for performance management		ppt and key summary notes
9	Week 9. Human resource management 1) Lecture Title: Human resource management 2) Lecture Goal: To study Human resource management 3) Details of the lecture: (1) Human resource management and social welfare personnel management - The concept and purpose of human resource management - The main steps (processes) of human resource management - Social welfare personnel management (2) Human Resource Management and Organizational Performance - Job performance evaluation - Job satisfaction and exhaustion - motivation (compensation) (3) Human resource development and capacity building - Concepts and components of human resource development - Types and development of employee capacity development - Super Vision (4) Conflict management - Background and definition of conflict management - level of conflict and organizational effectiveness - Causes of conflict - Strategies and methods of conflict management (5) Empowerment - Empowerment theory		Previous lecture summary using PPT presentation, scheduled to provide lecture ppt and key summary notes
10	Week 10. Financial management of social welfare organization 1) Lecture Title: Financial management of social welfare organization 2) Lecture Goal: To learn Financial management of social welfare organization		Previous lecture summary using PPT presentation, scheduled to provide lecture



주 (Week)	강의내용 (Class Topic & Contents)	현장연계 수업여부(교직)	비고 (Remarks)
	3) Details of the lecture: (1) Concept of social welfare financial management - Definition of financial management - Types of social welfare finances - Characteristics of social welfare organization financial management (2) Budgeting - Meaning and function of budget - The nature of budgeting - Principles of Budget - budgeting procedure - Budget model (3) Budget execution and settlement - Concept and Principles of Budget Enforcement (4) Accounting - The concept of accounting - Major accounting activities - Auditing		ppt and key summary notes
11	Week 11. Information Management 1) Lecture Title: Information Management 2) Lecture Goal: To learn Information management of social welfare organization 3) Details of the lecture: (1) Changes in the social welfare environment and the need for information - Changes in social welfare environment - Concept of social welfare information - Function and characteristics of information - Necessity of social welfare informatization and expectation effect (2) Key terms related to social welfare informatization - Information technology, information system, information management system - Informatization of welfare, information welfare, information welfare basic line, ubiquitous (3) Principles for Promotion of Informatization of Social Welfare - Consumer-oriented informatization (4) Types of information management system - Historical development process of information management system type - Types of information management system - Design of information management system of social welfare organization (5) Task for development of information management system of social welfare organization - Reasons for the lack of information in the social welfare sector - Need to adapt to the information age (6) Document management - Concept and type of document		Previous lecture summary using PPT presentation, scheduled to provide lecture ppt and key summary notes
12	Week 12. Quality Management of social welfare service 1) Lecture Title: Quality Management of social welfare service 2) Lecture Goal: To study Quality management of social welfare service 3) Details of the lecture: (1) Concept and characteristics of service - Concept		Previous lecture summary using PPT presentation, scheduled to provide lecture ppt and key

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	and characteristics of service (2) Service definition and characteristics - definition of quality - Service quality evaluation - Contents of service quality configuration dimension (3) Service quality and customer satisfaction - client satisfaction - Difference in customer satisfaction and service quality (4) As a service quality management technique, - How to improve the quality of social welfare services - What is TQM? (5) Relationship between TQM and QC and major techniques - Relationship between TQM and QC - Main techniques of TQM and QC (6) Risk management - The need for risk management - Understanding risk management - What is risk management? - Purpose and Significance of Risk Management - Risk management process and measures in social welfare organization		summary notes
13	Week 13. Marketing 1) Lecture Title: Marketing 2)Lecture Goal: To learn Marketing of social welfare organization 3) Details of the lecture: (1) Marketing concept of social welfare domain - Background and necessity of marketing introduction - Definition and Purpose of Marketing - Marketing Core (2) Marketing of social welfare organizations - Characteristics of social welfare organization marketing - Social welfare organization marketing strategy		Previous lecture summary using PPT presentation, scheduled to provide lecture ppt and key summary notes
14	Week 14. Social welfare facility evaluation and program evaluation (1) 1) Lecture title: Social welfare facility evaluation and program management (1) 2) Lecture Goal: To learn social welfare evaluation and accountability 3) Details of the lecture: (1) Understanding social welfare evaluation - Concept of social welfare evaluation - Purpose of Evaluation (2) Method of social welfare evaluation - Background, significance and purpose of evaluation of social welfare facilities in Korea - Principles of evaluation of social welfare facilities - The process of evaluation (3) Responsibility of social welfare - definition of responsibility and subject and object - Factors affecting the responsibility of social welfare organizations - Accountability management		Previous lecture summary using PPT presentation, scheduled to provide lecture ppt and key summary notes
15	Week 15.		Previous lecture summary using

주 (Week)	강의내용 (Class Topic & Contents)	현장연계 수업여부(교직)	비고 (Remarks)
	Final exam  Social welfare facility evaluation and program management (2) 1) Lecture title: Social welfare facility evaluation and program management (2) 2) Lecture Goal: To study Development and management of social welfare program 1 3) Details of the lecture: (1) Social welfare program planning (features, types, stages) – Social welfare program – Characteristics of program planning – Types of program planning – Steps in program planning (2) Management of the program – The need for program management – Types of program management system		PPT presentation, scheduled to provide lecture ppt and key summary notes

<b>장애학생 지원내용</b>	본 과목을 수강하는 장애학생은 수업에 필요한 별도의 지원이 필요한 경우, 담당 교강사 및 장애학생지원센터(서울 02-2260-3043)로 필요한 사항을 요청하시기 바랍니다.
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