

Name: _____ Index No: _____

2428/103

**COMMUNITY BASED ORGANIZATIONS,
CAPACITY BUILDING AND EMPOWERMENT**
Oct./Nov. 2012
Time: 3 hours

Candidate's Signature: _____

Date: _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**DIPLOMA IN SOCIAL WORK AND COMMUNITY DEVELOPMENT
MODULE I**

**COMMUNITY BASED ORGANIZATIONS, CAPACITY
BUILDING AND EMPOWERMENT**

3 hours

INSTRUCTIONS TO CANDIDATES

*Write your name and index number in the spaces provided above.
Sign and write the date of the examination in the spaces provided above.
This paper consists of **EIGHT** questions in **TWO** sections; **A** and **B**.
Answer a total of **FIVE** questions as shown below:
 any **TWO** questions from section **A**;
 any **TWO** questions from section **B**;
 any other **ONE** question from either section **A** or **B**.
All answers to be written in the spaces provided in the question paper.
All questions carry equal marks.*

For Examiner's Use Only

Section	Question	Maximum Score	Candidate's Score
A		20	
		20	
		20	
B		20	
		20	
		20	
Total Score			

This paper consists of 16 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

SECTION A: COMMUNITY BASED ORGANIZATIONS

Answer at least TWO questions from this section.

1. (a) Outline **five** determinants of organization culture. (10 marks)
- (b) Explain **five** elements of a general model. (10 marks)
2. (a) Describe **six** types of leaders. (12 marks)
- (b) Highlight **four** phases of reaction to a change process by Woodward and Buchol Z Theory. (8 marks)
3. (a) As a manager, explain **five** considerations to make when designing motivation packages. (10 marks)
- (b) Outline **five** steps (in ascending order) adopted by managers in staffing. (10 marks)
4. (a) Highlight **five** benefits that accrue to organizations from strategic planning. (10 marks)
- (b) Explain **five** challenges posed by partnerships on community activities. (10 marks)

SECTION B: CAPACITY BUILDING AND EMPOWERMENT

Answer at least TWO questions from this section.

5. (a) Using one example in each case describe **four** types of organizational capacity building. (8 marks)
- (b) Outline **six** effects of capacity building in community organizations. (12 marks)
6. (a) (i) Differentiate between desirable and undesirable conflict. (4 marks)
- (ii) Explain **six** ways of managing conflict. (6 marks)
- (b) Highlight **five** features of power. (10 marks)
7. (a) Describe **five** benefits of organizing development activities. (10 marks)
- (b) Highlight **five** functions of change agents. (10 marks)
8. (a) Describe **five** indicators of community empowerment in a community. (10 marks)
- (b) Explain **five** challenges facing managers today. (10 marks)