

UNIVERSITY OF SWAZILAND

INSTITUTE OF DISTANCE EDUCATION

CERTIFICATE IN PSYCHO-SOCIAL SUPPORT II

FINAL EXAMINATION, MAY 2017

COURSE CODE: IDE-DAE 212

PAPER TITLE: PROGRAMME PLANNING & MANAGEMENT

WEIGHT: 100 MARKS

TIME ALLOWED: THREE (3) HOURS

**INSTRUCTIONS: ANSWER ALL QUESTION IN SECTION A AND THREE (3)
QUESTIONS IN SECTION B**

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TO DO SO**

Section A

For the question below, please write the letter which corresponds to your response

1. The planning activity of managers involves
 - A. Directing others
 - B. moving towards goals
 - C. formulating objectives
 - D. directing the use of resources
2. When resolving conflicts, a manager is acting as a(n)
 - A. Symbol
 - B. diplomat
 - C. politician
 - D. mediator
3. Supervisors are examples of managers
 - A. Functional
 - B. first-line
 - C. senior/top
 - D. middle
4. Setting performance standards is part of the activity
 - A. Planning
 - B. organising
 - C. controlling
 - D. leading
5. The final action of the problem-solving process is to
 - A. Identify objectives for the decision
 - B. implement the decision
 - C. Select the best alternative
 - D. evaluate the decision
6. An informal organisation refers to
 - A. Job enrichment
 - B. interpersonal relationships
 - C. A decentralised organisation
 - D. attempts to improve productivity
7. Accountability refers to the process of
 - A. Creating small groups to solve special problems
 - B. Assigning authority to another person
 - C. working with staff department
 - D. Being held answerable for results
8. On-the-job training methods would include each of the following, except
 - A. Leaderless group
 - B. an apprenticeship
 - C. Job rotation
 - D. an internship
9. exists when two or more parties work together
 - A. Delegation
 - B. control
 - C. competition
 - D. co-operation
10. The process through which managers assure that actual activities conform to planned activities is
 - A. Goal-setting
 - B. leading
 - C. organising
 - D. controlling

Completion: For the following questions, please fill in the blanks

11. The lowest level of managers are called
12. Supervisors who are authoritarian are referred to as Theory managers
13. refers to the process of formulating goals and objectives
14. Getting things done through and with other people is commonly referred to as m.....
15. A Theory manager encourages broader employee participation

True-False: For each statement below, indicate whether true or false. Do not re-write the statement

16. Management could be described as both an art and a science
17. Planning starts with formulating organisational goals and objectives
18. Strategic planning makes an organisation more responsive to a changing environment
19. Centralised organisations have decisions made at low levels of management
20. Standards serve as benchmarks against which actual performance can be compared

[20 x 2 = 40 marks]

Section B

Question 1

Identify and discuss four (4) factors that keep children, youth and families at risk trapped in a cycle of poverty

[4 x 5 = 20 marks]

Question 2

Differentiate between the need-based and asset-based framework of community development

[2 x 10 = 20 marks]

Question 3

Explain how economic factors and political factors influence implementation of intervention programmes designed for children, youth and families at risk

[2 x 10 = 20 marks]

Question 4

Identify and explain a programme of intervention where you would use formative evaluation and another programme where you would use summative evaluation [2 x 10 = 20 marks]

End of Question Paper