

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION ADULT EDUCATION
YEAR 1V
FINAL EXAMINATION PAPER, 2018

TITLE OF PAPER: MANAGING THE NON-PROFIT ORGANIZATIONS

COURSE CODE: IDE-BAE 429 (11)

TIME ALLOWED: THREE (3) HOURS

INSTRUCTIONS:

1. ANSWER ALL QUESTIONS IN SECTION "A"
2. ANSWER ANY TWO (2) QUESTIONS FROM SECTION "B".
3. ANSWERS SHOULD BE WRITTEN IN THE ANSWER BOOKLETS PROVIDED.
4. DO NOT WRITE ON THE QUESTION PAPER.

THIS PAPER SHOULD NOT BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR.

SECTION A

Question 1

Managers of Non-profit organisations are most of the time more concerned with satisfying the desires of funding sponsors or agencies than the people receiving the services. Discuss this statement. [25 marks]

Question 2

Briefly discuss the four approaches for managing personnel and other resources in an organisation, namely;

1. Goal Attainment,
2. Systems Approach,
3. Stakeholders or Strategic Approach, and
4. Competing Value Approach.

[25 marks]

SECTION B

Question 3

Why is the non-profit sector important in the society? Give examples of goods and services that are provided by non-profit organisations that for-profit organisations cannot provide. [25 marks]

Question 4

Describe and discuss strategic management in a non-profit organisation.

[25 marks]

Question 5

Describe the characteristics of a good mission statement of a non-profit organisation. [25 marks]