

UNIVERSITY OF SWAZILAND

INSTITUTE OF DISTANCE EDUCATION

B. ED (ADULT EDUCATION) YEAR V

FINAL EXAMINATION, MAY 2014

TITLE OF PAPER: MANAGING THE NON-PROFIT ORGANISATION

COURSE CODE: IDE-BAE 429

TIME ALLOWED: THREE (3) HOURS

WEIGHT: 100 MARKS

- INSTRUCTIONS:**
- 1. ANSWER ALL QUESTIONS FROM SECTION A**
 - 2. ANSWER ANY TWO (2) QUESTIONS FROM SECTION B**
 - 3. WRITE YOUR ANSWERS ON ANSWER BOOKLET PROVIDED**

THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR

SECTION A

Question 1

The establishment of non-profit organizations has increased over the years. What are the major factors that have contributed to the increase and demand for the services of non-profit organizations in Swaziland? **(25 marks)**

Question 2

Distinguish between a policy and a procedure. Give examples of the policies and procedures that operate in your workplace and discuss why they are important.

(25 marks)

SECTION B

Question 3

a) Define managerial performance in non-profit organizations in terms of efficiency and effectiveness. **(10 marks)**

b) Discuss the relationship between goals, standards and performance. **(15 marks)**

Question 4

Explain how sources of revenue influence the non-profit organization's strategic and decision making process. **(25 marks)**

Question 5

What are the peculiar characteristics of non-profit organizations that pose constraints on strategic management? **(25 marks)**

Question 6

Managers occupy specific positions at different levels in an organization. Their responsibilities, authorities and status are commensurate with their levels in the organization. Discuss this statement.

(25 marks)

