

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION)

YEAR IV

FINAL EXAMINATION PAPER 2016

TITLE PAPER: MANAGING THE NON-PROFIT ORGANIZATION II

COURSE CODE: IDE-BAE 429

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 BOOK PROVIDED.**

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 the funding sponsors or agencies than the people receiving the services. Discuss this statement.

(25 marks)

QUESTION 2

Compare the funding sources of a charity organisation and a membership organisation based on the reliability and autonomy variables.

(25 marks)

SECTION B

QUESTION 3

a) Define accountability in the management of Non-profit organisations.

(5 marks)

b) What are the four main categories that managers of Non-profit organisations are expected to account for?

(20 marks)

QUESTION 4

a) Differentiate between a Policy and a Procedure.

(5 marks)

b) Give examples of two policies and procedures in your organisation.

(20 marks)

QUESTION 5

Briefly discuss the four approaches for managing personnel and other resources in an organisation namely, Goal Attainment, Systems Approach, Stakeholders or Strategic Approach and Competing Value Approach.

(25 marks)

QUESTION 6

Discuss the use of Qualitative and Quantitative measures of performance in both For-profit and Non-profit organisations.

(25 marks)