



Kasarani Campus  
Off Thika Road  
Tel. 2042692 / 3  
P. O. Box 49274, 00100  
NAIROBI  
Westlands Campus  
Pamstech House  
Woodvale Grove  
Tel. 4442212  
Fax: 4444175

**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR**  
**FIRST YEAR, SECOND SEMESTER EXAMINATION**  
**FOR THE DIPLOMA IN COMMUNITY DEVELOPMENT AND SOCIAL WORK**  
**DDS 205: CIVIL SOCIETY ORGANIZATIONS**

Date: 12<sup>TH</sup> APRIL 2024

Time: 2:30PM-4:30PM

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

Felister having finished her university education landed a project manager job in UWEZO registered civil society organization. The organization has been in existence for 20 years now. Despite the number of years, the CSO has been in existence, it is struggling with organizational structures and high staff turnover. As the new project manager, Felister's job description is well cut out, from change management, to leadership development and staff motivation among other duties. The changes are bound to elicit some resistance. There is a lot of pressure on her to perform, and she believes she is up to task to deliver.

- State and Explain the importance of establishing an organizational structure. (5 Marks)
- Apply any 5 techniques used to handle change in UWEZO organization. (5 Marks)
- State and explain 6 Sources of conflict in an organization. (6 Marks)
- Felister has some team leadership functions that she will need to perform. Describe any 6 team functions of a leader. (6 Marks)
- Motivation involves creating morale to do something. Discuss any 4 ways in which Felister will use to motivate the UWEZO staff. (4 Marks)
- Explain how technology has changed work places. (4 Marks)

**QUESTION TWO (20 MARKS)**

- Discuss the different types of partnership in CSOs. (7 Marks)
- Explain using relevant examples how undesirable conflict can produce negative results. (6 Marks)
- There are different ways of enhancing capacity to implement partnership in CSOs. Discuss any 7 ways CSOs can be empowered to implement partnerships. (7 Marks)

**QUESTION THREE (20 MARKS)**

- Discuss different ways of creating motivation in the organization. (6 Marks)
- Discuss the measures in which you can use to manage conflict in a newly formed civil society organization. (7 Marks)
- Discuss using examples the impact of capacity building on civil society organizations. (7 Marks)

**QUESTION FOUR (20 MARKS)**

- State ways of enhancing capacity to implement partnership in civil societies. (8 Marks)
- Explain any emerging trends in civil society organizations in developed countries. (6 Marks)
- Explain 6 Characteristics of power in civil societies. (6 Marks)

**QUESTION FIVE (20 MARKS)**

- Explain principles of establishing partnership with other organizations. (8 Marks)
- There are different types of leadership displayed in the organization. Describe any 6 types of leaders. (6 Marks)
- State and Describe any three sources of power. (6 Marks)