



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, 2023/2024 ACADEMIC YEAR
FIRST YEAR, SECOND SEMESTER EXAMINATION
FOR THE DIPLOMA IN COMMUNITY DEVELOPMENT AND SOCIAL WORK
DDS 205 – CIVIL SOCIETY ORGANIZATIONS

Date: 8TH December, 2023

Time: 11:30AM- 1:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

Wangare registered a civil society organization 5 years ago. She has established leadership structures in the organization. The board of the organization has recommended a lot of changes in the organization, since they felt the organization needed to restructure its goals and mission. This would help decrease conflict, increase staff motivation and improve organizational function.

- Explain the importance of establishing an organizational structure. (5 Marks)
- Describe any 5 techniques used to handle change in the organization (5 Marks)
- There are different types of leadership displayed in the organization. Describe any 6 types of leaders (6 Marks)
- State and explain the Sources of conflict in the organization. (6 Marks)
- Describe any three sources of power. (6 Marks)
- Define the term organizational culture. (2 Marks)

QUESTION TWO (20 MARKS)

- Explain any 5 motivational techniques that can be used to improve productivity, reduce workplace stress and increase self-confidence. (5 Marks)
- Explain the difference between desirable and undesirable form of conflict. (4 Marks)
- Explain principles of establishing partnership with other organizations. (6 Marks)
- Discuss how technology has changed work places. (5 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)

- Explain using relevant examples how undesirable conflict can produce negative results. (6 Marks)
- Discuss the different types of partnership. (7 Marks)
- Explain the Features of bureaucracy in a formal organization. (7 Marks)

QUESTION FIVE (20 MARKS)

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