

2428/103

**COMMUNITY BASED ORGANIZATIONS,
CAPACITY BUILDING AND
EMPOWERMENT**

June/July 2019

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**DIPLOMA IN SOCIAL WORK AND COMMUNITY DEVELOPMENT
MODULE I**

**COMMUNITY BASED ORGANIZATIONS,
CAPACITY BUILDING AND EMPOWERMENT**

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of EIGHT questions in TWO Sections; A and B.

Answer FIVE questions in the answer booklet provided as shown below:

any TWO questions from section A;

any TWO questions from section B;

any other ONE question from either section.

Maximum marks for each part of a question are as indicated.

Candidates should answer the questions in English.

This paper consists of 3 printed pages.

**Candidates should check the question paper to ascertain that
all the pages are printed as indicated and that no questions are missing.**

SECTION A: COMMUNITY BASED ORGANIZATIONS

Answer at least TWO questions from this section.

1. (a) (i) Explain the meaning of the term 'management'. (2 marks)
(ii) Describe the **five** functions of management. (10 marks)
(b) Outline **four** ways of managing conflict in community based organizations (CBO). (8 marks)
2. (a) (i) Explain the meaning of the term 'organizational change'. (2 marks)
(ii) Analyse **five** causes of change in an organization. (10 marks)
(b) Outline **four** benefits of informal groups within an organization. (8 marks)
3. (a) Explain **five** principles of the scientific management theory. (10 marks)
(b) Analyse **five** sources of power in an organization. (10 marks)
4. (a) Highlight **five** ways of enhancing leadership in Community Based Organizations (CBOs). (10 marks)
(b) Outline **five** non-financial rewards that may be used to motivate individuals in an organization. (10 marks)

SECTION B: COMMUNITY CAPACITY BUILDING AND EMPOWERMENT

Answer at least TWO questions from this section.

5. (a) Explain **six** elements of community strength. (12 marks)
(b) Highlight **four** challenges in community capacity building and empowerment. (8 marks)

6. (a) Explain the meaning of each of the following terms as applied in community capacity building and empowerment:
- (i) outcome;
 - (ii) indicator;
 - (iii) measure;
 - (iv) impact;
 - (v) output.
- (10 marks)
- (b) (i) Explain the meaning of each of the following terms:
- (I) capacity building; (2 marks)
 - (II) training needs assessment. (2 marks)
- (ii) Describe the process to undertake in order to achieve an effective training needs assessment. (6 marks)
7. (a) Analyse **five** ways of empowering women to lead in community development. (10 marks)
- (b) Explain **five** benefits of community empowerment. (10 marks)
8. (a) Describe **six** techniques of community empowerment. (12 marks)
- (b) Explain the meaning of **each** of the following levels of evaluation for capacity building programmes:
- (i) reaction level;
 - (ii) training level;
 - (iii) performance level of evaluation;
 - (iv) results level evaluation.
- (8 marks)

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