

2428/103
COMMUNITY BASED ORGANIZATIONS,
CAPACITY BUILDING AND EMPOWERMENT
Oct./Nov. 2022
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.
All questions carry equal marks.
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

1. (a) Explain each of the following sources of power in an organization:
 - (i) positional; (2 marks)
 - (ii) reward; (2 marks)
 - (iii) expert; (2 marks)
 - (iv) referent; (2 marks)
 - (v) coercive; (2 marks)
- (b) Describe five factors to consider in the formulation of effective organizational goals. (10 marks)
2. (a) The leadership style used by a manager of a Community Based Organization (CBO) has a great effect on performance. Analyze five characteristics of transformational leaders. (10 marks)
- (b) Explain five benefits of an organizational culture in a Community Based Organization (CBO). (10 marks)
3. (a) Highlight five differences between a 'formal' and an 'informal' organization. (10 marks)
- (b) Explain the five stages in the Maslow's hierarchy of needs theory. (10 marks)
4. (a) Analyze five cause of conflict in a Community Based Organisation. (10 marks)
- (b) Explain five techniques of managing change in a Community Based Organization. (10 marks)

SECTION B: CAPACITY BUILDING AND EMPOWERMENT

5. (a) (i) Explain the meaning of the term 'capacity building'. (2 marks)
- (ii) Analyze **four** benefits of capacity building to the community. (8 marks)
- (b) Outline the **five** stages of organizational development process. (10 marks)
6. (a) Highlight **four** differences between 'coaching' and 'mentoring'. (8 marks)
- (b) (i) Explain the meaning of the term 'community empowerment'. (2 marks)
- (ii) Describe **five** types of capacity building and empowerment indicators in a community. (10 marks)
7. (a) Analyze **five** strategies for building future leadership of a community development programme. (10 marks)
- (b) Explain **five** objectives of a community empowerment programme. (10 marks)
8. (a) Highlight **five** factors to consider for effective training in capacity building and empowerment. (10 marks)
- (b) Analyze **five** elements of community strength. (10 marks)

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