



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

MAIN EXAM

**UNIVERSITY EXAMINATIONS
2021/2022 ACADEMIC YEAR**

**THIRD YEAR SECOND SEMESTER EXAMINATIONS
FOR THE BACHELOR
OF
SOCIAL WORK**

COURSE CODE: SSW 312

**COURSE TITLE: MANAGEMENT AND GOVERNANCE OF NON-
PROFIT ORGANISATIONS**

DATE: 20/4/2022

TIME: 8.00-10.00AM

INSTRUCTIONS TO CANDIDATES

Answer the question out of 30 marks (compulsory) and any other two questions

TIME: 3 Hours

MMUST observes ZERO tolerance to examination cheating

Question One

- a. What does Non-Profit Organization mean? **(2 marks)**
- b. Define management **(2 marks)**
- c. What does the term Governance mean? **(2 marks)**
- d. Discuss the contribution of managers and governance of NPOs/NGOs in the containment of the Covid-19 pandemic in the World. **(24 marks)**

Question Two

- a. Define Controlling. **(1 mark)**
- b. Explain the process of Controlling in an NPO. **(6 marks)**
- c. Outline the stages of the planning process. **(4 marks)**
- d. What is organizational planning? **(4 marks)**
- e. What is the purpose of a budget? **(2 marks)**
- f. What information do financial statements show? **(3 marks)**

Question Three

Discuss the function of management. **(20 marks)**

Question Four

- a. How do you find people to be part of a Board? **(5 marks)**
- b. What do we do when Board members start making unilateral decisions? **(5 marks)**
- c. In NPO Boards we encounter doers and those who sit on the side-lines. How do you encourage the side-liners to become doers, also since those same personalities often shy away from conflict how may we manage this? **(5 marks)**
- d. How can organizations evaluate the Board's effectiveness? **(5 marks)**

Question Five

Demonstrate your ability to cooperate with stakeholders at different levels in an NGO of your choice (20 marks).