

UNIVERSITY OF SWAZILAND

INSTITUTE OF DISTANCE EDUCATION

CERTIFICATE IN PSYCHO-SOCIAL SUPPORT II

FINAL EXAMINATION, MAY 2018

COURSE CODE: IDE-DAE 212

PAPER TITLE: PROGRAMME PLANNING & MANAGEMENT

WEIGHT: 100 MARKS

TIME ALLOWED: THREE (3) HOURS

INSTRUCTIONS: ANSWER ALL QUESTIONS IN SECTION A AND THREE (3)  
QUESTIONS IN SECTION B

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TO DO SO

## Section A

For the questions below, please write the letter which best corresponds to your response

1. ----- plans are designed to meet the broad goals of an organisation  
A. Standing            B. operational            C. strategic            D. single-use
2. ----- provides a link between planning and controlling  
A. Leading            B. organising            C. co-ordinating            D. budgeting
3. An action typical of Douglas McGregor's Theory Y manager is  
A. Structured work environment            B. closely-monitored workers  
C. Decision-making by employees            D. detailed organisational rules
4. The final step of the planning process is to:  
A. Establish a goal            B. develop a plan of action  
C. Identify barriers to the goal            D. define the present situation
5. An organisation's mission is its  
A. Long-term focus            B. broadly-defined aim  
C. Unique reason for existence            D. methods of operation
6. Involving subordinates in decision-making is most suitable when the problem  
A. Is structured            B. is clearly defined  
C. Requires objective quality            D. requires group consensus
7. All organisations have the following characteristics in common except  
A. Preserve knowledge    B. make a profit    C. provide careers    D. Obtain a common goal
8. Setting performance standards is part of the ----- activity  
A. Planning            B. leading            C. organising            D. controlling
9. The resources of an organisation include all of the following except  
A. People            B. goals            C. finances            D. information
10. Corporate social responsibility (CSR) refers to  
A. A longing to increase profits            B. an obligation to larger society  
C. Social concerns of the government            D. responsibility to provide employment

**Completion/Fill in Items:** For the following questions, please fill in the blanks

11. The co-ordination of human and material resources is called o-----
12. Monitoring the plans to make sure that they are being carried out properly is called o-----
13. A systematic measure of an organisation's social impact is called a c----- s----- a-----
14. A ----- chart is a graphic planning and control method
15. The formal relationships in an organisation are diagrammed in an o----- c-----

**True-False:** For each statement below, indicate whether true or false. Do not re-write the statement

16. Management, it can be noted, has one generally-accepted definition
17. A fear of failure is a common reluctance to set goals in organisations
18. Effective managers work mainly with people outside the organisation
19. The meddling role of managers involves settling disputes (differences)
20. Measurement and control is the final step in the strategic planning process

[20 x 2 = 40 marks]

### Section B

#### Question 1

- (a) Explain what you understand by 'planning' [5 marks]
  - (b) Identify and discuss three (3) types of planning [3 x 5 = 15 marks]
- [Total marks = 20]

#### Question 2

Explain how social factors and economic factors influence implementation of intervention programmes designed to improve conditions for children, youth & families at risk [2 x 10 = 20 marks]

#### Question 3

Distinguish between two main types of evaluation designed for programmes focusing on children, youth & families at risk, giving suitable examples to support your answer [2 x 10 = 20 marks]

**Question 4** Which evaluation would you use for your programme/project & why? [2 x 10 = 20 marks]

**End of Question Paper**