



**NAMIBIA UNIVERSITY**  
**OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE, HUMAN SCIENCE AND EDUCATION**

**DEPARTMENT OF TECHNICAL, VOCATIONAL EDUCATION AND TRAINING**

<b>QUALIFICATION : DIPLOMA IN TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING : MANAGEMENT</b>	
<b>QUALIFICATION CODE: 06DTVT</b>	<b>LEVEL: 6</b>
<b>COURSE CODE: MOD620S</b>	<b>COURSE NAME: Management of Organisational Development and Learning</b>
<b>SESSION: Nov 2024</b>	<b>PAPER: 1</b>
<b>DURATION: 3 HOURS</b>	<b>MARKS: 100</b>

<b>FIRST OPPORTUNITY EXAMINATION PAPER</b>	
<b>EXAMINER(S)</b>	Prof Noel Kufaine
<b>MODERATOR:</b>	<b>DR HELVI WHEELER</b>

<b>INSTRUCTIONS</b>
1. Answer ALL the questions. 2. Read all the questions carefully before answering. 3. Number the answers clearly

**THIS QUESTION PAPER CONSIST OF PAGES – INCLUDING COVER PAGE**

1. Organisational Development is aimed at improving the effectiveness of the organisation by means of systematic change which are influenced by Internal and external forces. The list below is showing forces which may influence organisation development in an organisation. Identify the types of force by indication **internal force or external force**.

**(20 Marks)**

- a. New visions and goals
- b. New technology
- c. Internal pressure to stay viable
- d. Growth pressure-
- e. Market decline pressure
- f. Reputation and credibility pressures
- g. Competition
- h. Changing nature of workforce
- i. New broom pressure
- j. Economic factors

2. Education administration is the process of integrating the efforts of personnel and of utilising appropriate material in such a way as to promote effectively the development of human quality. However, there are challenges experienced in education administration. Indicate **TRUE or FALSE** on the education administration challenges listed below.

**(20 Marks)**

- a. Lack of credibility
- b. Poor facility
- c. Unrest
- d. Lack of time
- e. Non-performance
- f. Long distance
- g. Outdated expertise
- h. Wastage
- i. Too much policing
- j. Poor planning

3. Learning organisations are those that have in place systems, mechanisms and processes, that are used to continually enhance their capabilities and those who work with it or for it, to achieve sustainable objectives - for themselves and the communities in which they participate. Define and describe five characteristics of a learning organisation discussed in this course

**(20 Marks)**

4. Culture is the sum of the inherited ideas, values, believes and knowledge that determines social structure and motivate people to enhance and cultivate traditions. Define the five attributes which will influence organisation culture. **(20 Marks)**

5. An organization is the rational coordination of the activities of a number of people for the achievement of some common explicit purpose or goal, through division of labour or function, and through a hierarchy of authority and responsibility. Define and describe the following four key characteristics of an organisation discussed in this course.

**(20 Marks)**

- a. Form of structure.
- b. Aims and objectives
- c. Prescribed methods of doing things
- d. Continuity of events.