

041306T4PMN

PROJECT MANAGEMENT LEVEL 6

BUS/OS/PM/BC/01/06/A

Manage Project Stakeholders

Nov/Dec 2024



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL
(TVET CDACC)**

WRITTEN ASSESSMENT

Time: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. Marks for each question are indicated in the brackets.
2. The paper consists of **TWO** sections: **A** and **B**.
3. Candidates are provided with a separate answer booklet
4. **DO NOT** write on this question paper.

**This paper consists of FOUR (4) printed pages
Candidates should check the question paper to ascertain that all pages
are printed as indicated and that no questions are missing.**

SECTION A (40 MARKS)

Answer ALL questions in this section

1. Stakeholders are individuals or organizations who affect or are affected by projects. List FOUR types of external stakeholders (4 Marks)
2. One way of managing stakeholders' interests is through communication. State FOUR modes of communication used to disseminate information . (4 Marks)
3. When conducting project stakeholders meeting, some team members misunderstood project goals due to unclear communication. Outline FOUR barriers of communication. (4 Marks)
4. As a project manager, you noticed stakeholders have been minimally involved in recent project activities. Highlight FOUR strategies that you would implement to increase their engagement. (4 Marks)
5. A stakeholder's engagement report provides details of interaction, feedback and involvement of stakeholders throughout the project life cycle. List FOUR characteristics of good stakeholder's engagement report. (4 Marks)
6. You have received feedback from stakeholders suggesting significant changes on the project scope. State FOUR benefits of stakeholder's feedback. (4 Marks)
7. Different stakeholders have varying preferences for communication channels used. List FOUR factors to consider when choosing the right communication channel. (4 Marks)
8. A project sponsor misunderstood their roles in the project leading to incomplete deliverables. State FOUR roles of project sponsors in a project. (4 Marks)
9. A project is an activity performed by an entity to achieve various goals in the society. State FOUR objectives of carrying out projects. (4 Marks)
10. Stakeholders' interests usually accelerate or slow down project implementation. Mention FOUR impacts of stakeholders' engagement in project implementation (4 Marks)

SECTION B (60 MARKS)

Answer Question 11 and any other TWO in this section

11. GREEN-TECH SOLUTIONS INNOVATIVE COMPANY

Green-Tech Solutions is an innovative company specializing in developing and implementing sustainable energy solutions. Recently, the company initiated a new project aimed at expanding its solar energy product line. Despite the promising objectives, Green-Tech has encountered several challenges related to stakeholder communication. Elvis, the newly appointed project manager, is tasked with addressing these communication issues to ensure smooth project execution. To tackle these challenges, Elvis needs to establish effective communication channels and strategies that accommodate the diverse needs of stakeholders. He must also implement methods for analyzing risks related to communication and prioritize the most effective channels and strategies to mitigate the risks. By adhering to these requirements, Green-Tech Solutions will enhance stakeholder engagement, resolve conflicts and ensure the successful implementation of its solar energy project.

Use the above case study to answer the questions below.

- a. Explain FIVE challenges that can be encountered by Green-Tech Solutions in ensuring effective stakeholder communication. (10 Marks)
- b. Explain FIVE stakeholder communication requirements that guide a project team when communicating with stakeholders. (10 Marks)

12. You are managing a project to design an Artificial Intelligence system that will automate manufacturing processes in a factory. You are expected to manage stakeholders' interest during the project implementation.

- a. Describe FIVE factors considered by a project team when analyzing stakeholders' Interests. (10 Marks)
- b. Explain FIVE benefits of stakeholder's participation in decision making. (10 Marks)

13. Epukulu Company Limited is considering starting a project to expand its factory that requires vast land for expansion.

- a. Explain FIVE internal stakeholders that will participate in this project. (10 Marks)
- b. Explain FIVE reasons why organizations develop stakeholder's engagement framework. (10 Marks)

14. As a project manager tasked to oversee the implementation of an irrigation project in a dry rural area. You are required to identify stakeholders to help you achieve this project goal.
- a. Describe FIVE steps followed when performing stakeholder mapping for the project. (10 Marks)
 - b. Explain FIVE methods of monitoring the engaged stakeholders in projects (10 Marks)

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