

UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION
CERTIFICATE IN ADULT EDUCATION YEAR 11
FINAL EXAMINATION PAPER, MAY 2013
COURSE: CAE: 211
COURSE NAME: PROGRAMME MANAGEMENT
COURSE WEIGHT: 100 MARKS
TIME ALLOWED: 3 HOURS

INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS OF YOUR CHOICE.

THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GIVEN BY THE INVIGILATOR

SECTION ONE.

Question 1. Compulsory

- a) Identify and discuss seven (7) steps in Fundraising Campaigns in an organization. [20 marks]
- b) Discuss three (3) basic types of groups in an organization [10 marks]
- c) Which type do you think is the most important from the organizations' point of view? [10 marks]

SECTION TWO.

Question 2.

Answer any two questions of your choice.

Explain the following concepts;

- a) Cash programmes [5 marks]
- b) Functional literacy [5 marks]
- c) Resource mobilization plan [5 marks]
- d) Evaluation of programmes [5 marks]
- e) A potential volunteer [5 marks]
- f) Steering Committee [5 marks]

Question 3.

- a) Define what leadership is. [5 marks]
- b) Identify and discuss the three (3) leadership styles used by leaders in an organization and state three (3) advantages and disadvantages. [15 marks]
- c) Explain how adult education can assist the leaders to perform to the expected standard. [10 marks]

Question 4.

Conflict is an important aspect in understanding of organizational behavior. The task of managers is not just to resolve or suppress all conflict, but also to manage it to reduce its harmful effects and benefit from its good effect. Discuss with examples. [30 marks]

End of Question Paper.