

**UNIVERSITY OF SWAZILAND**

**DEPARTMENT OF ADULT EDUCATION**

**PART-TIME CERTIFICATE IN ADULT EDUCATION YEAR II**

**FINAL EXAMINATION PAPER, MAY, 2011**

<b>TITLE OF PAPER:</b>	<b>PROGRAMME MANAGEMENT II</b>
<b>COURSE CODE:</b>	<b>CAE 211</b>
<b>TIME ALLOWED:</b>	<b>THREE (3) HOURS</b>
<b>INSTRUCTIONS:</b>	<b>1. ANSWER ALL QUESTIONS IN SECTION "A".</b> <b>2. ANSWER ANY TWO (2) QUESTIONS FROM SECTION "B".</b>

**THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR.**

Course Code: CAE 211 (M) 2011

**SECTION "A"**

**QUESTION 1**

With the aid of examples make a distinction and relationships between leadership styles and leadership approaches in organizations.

[20 marks]

**QUESTION 2**

Describe a programme as an organization and as a system especially as an open system.

[20 marks]

**QUESTION 3**

Identify and define the five individual members of a group who can disrupt a group.

[20 marks]

**SECTION "B"**

**QUESTION 4**

Define the term "meeting" and give four types of meetings explaining how effective they are in organizations.

[20 marks]

**QUESTION 5**

Discuss the different recruitment stages of members of an organization.

[20 marks]

**QUESTION 6**

Discuss the merits of each of the five ways of addressing conflicts as solutions to conflicts in any settings.

[20marks]