

UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION
CERTIFICATE IN ADULT EDUCATION YEAR 11
FINAL EXAMINATION PAPER – MAY, 2015

TITLE OF PAPER : PROGRAMME MANAGEMENT 11

COURSE CODE : CAE 211

TIME ALLOWED : THREE (3) HOURS

INTRUCTIONS :

1. ANSWER ALL QUESTIONS IN SECTION 'A'
2. ANSWER TWO QUESTIONS IN SECTION 'B'
3. MARKS WILL BE DEDUCTED FOR POORLY WRITTEN ENGLISH

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

SECTION A – ANSWER ALL QUESTIONS

QUESTION 1

Give one definition of each of the following terms with appropriate examples.

- a) Donor (5)
- b) Volunteer (5)
- c) Fund raising (5)
- d) Volunteer management programme (5)
- e) Evaluation (5)

[25 marks]

QUESTION 2

- a) Discuss why people volunteer? (5)
- b) Discuss how volunteerism helps in the development of an organization. Discuss at least five (5) points. (20)

[25 marks]

SECTION B – ANSWER TWO QUESTIONS ONLY

QUESTION 3

Identify and describe the key elements required to plan for an effective volunteer programme in an organization of your choice. Indicate how these elements will be helpful for you as a manager in making effective use of your volunteers.

[25 marks]

QUESTION 4

- a) What is leadership? (5)
- b) Why is leadership needed in organizations? (5)
- c) Identify and discuss the three (3) leadership styles of decision-making used by leaders in organizations, indicating in each style the type of force that may result to a leader using the style indicated. (15)

[25 marks]

QUESTION 5

Identify and discuss the five (5) conflict management styles used in managing conflicts in different settings.

[25 marks]