

UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION
CERTIFICATE IN ADULT EDUCATION YEAR 11
FINAL EXAMINATION PAPER – MAY, 2016

TITLE OF PAPER : PROGRAMME MANAGEMENT 11

COURSE CODE : CAE 211

TIME ALLOWED : THREE (3) HOURS

INSTRUCTIONS : 1. ANSWER ALL QUESTIONS IN SECTION 'A'

2. ANSWER TWO QUESTIONS IN SECTION 'B'

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SECTION A – ANSWER ALL QUESTIONS

Question 1

- a) With aid of examples, define of the term ‘donor’ and indicate how it differs from the term ‘volunteer’. [10]
- b) Identify and discuss three (3) major characteristics that an organization should have in order to attract donor support. [15]

[25 marks]

Question 2

- a) Define the concept ‘fundraising’. [5]
- b) Identify and discuss at least four (4) ingredients that can help organizations to successfully fundraise. [20]

[25 marks]

SECTION B – ANSWER ANY TWO QUESTIONS

Question 3

- a) What is a membership system in organizations? [5]
 - b) Identify and discuss four (4) types of membership systems that are used by membership organizations to record their members. [20]
- [25 marks]

Question 4

- a) Describe five (5) types of committees that are likely to be found in organizations. [15]
 - b) Effective organizations are often directly related to effective committees. Identify at least five (5) reasons why organizations establish committees. [10]
- [25 marks]

Question 5

- a) Differentiate a leader from a manager. [10]
 - b) Identify and discuss three (3) basic styles leaders use to influence and motivate people in an organization. [15]
- [25 marks]