UNIVERSITY OF SWAZILAND

DEPARTMENT OF ADULT EDUCATION

CERTIFICATE IN ADULT EDUCATION YEAR 11

MAIN EXAMINATION PAPER – NOVEMBER/DECEMBER, 2017

TITLE OF PAPER   :   PROGRAMME MANAGEMENT 1

COURSE CODE   :   AEC 115

TIME ALLOWED   :   THREE (3) HOURS

INSTRUCTIONS   :   1. ANSWER <u>ALL</u> QUESTIONS IN
                                        SECTION 'A'

                                  2. ANSWER <u>TWO</u> QUESTIONS IN
                                        SECTION 'B'

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SECTION A – ANSWER ALL QUESTIONS

Question 1
a) Differentiate between a developmental programme and an institutional programme. (10)

b) Define the concepts, 'formal' and 'informal' organizations. (10)

c) With the aid of relevant examples, define the concept, 'community' in the context of location and identity. (10)

d) Kreitner (1995) defines management as 'the process of working with and through others to achieve organizational objectives in a changing environment. Central to this process is the effective and efficient use of limited resources'.

From this definition above, identify and explain the key features that best define management. (20)

[50 marks]

SECTION B – ANSWER ONLY TWO QUESTIONS

Question 2
a) What is an organization? (5)

b) Write explanatory notes on the following characteristics of organizations;

    a. Coordination of activities   (5)

    b. Common goal   (5)

    c. Division of labour   (5)

    d. Hierarchy of authority   (5)

[25 marks]

Question 3
a) What is staffing in management? (5)

b) Identify and explain the five (5) tasks managers carryout as they perform the staffing function in organizations. (20)

[25 marks]

Question 4

Identify and discuss the place and role of the community developer/worker in community development initiatives.

[25 marks]