

76

UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION
CERTIFICATE IN ADULT EDUCATION YEAR 11
MAIN EXAMINATION PAPER – MAY, 2018

TITLE OF PAPER : PROGRAMME MANAGEMENT 11

COURSE CODE : AEC 116

TIME ALLOWED : THREE (3) HOURS

INSTRUCTIONS : 1. ANSWER SECTION 'A' - COMPULSORY
2. ANSWER TWO QUESTIONS IN SECTION 'B'
3. ANSWER ONLY TWO CONCEPTS IN
SECTION 'C'

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

SECTION A – COMPULSORY

Question 1

Discuss how volunteerism contributes to the development of an individual and the organization. Identify and discuss at least five (5) points for each area.

[40 marks]

SECTION B – ANSWER ANY TWO QUESTIONS

Question 2

Developing a fundraising strategy is one of the important ingredients to successfully fundraise. Identify and explain five (5) factors to consider as you develop your strategy.

[25 marks]

Question 3

- a) Describe a volunteer as found in most NGOs. (5)
- b) Identify and explain the four (4) categories in which volunteers are classified. (20)

[25 marks]

Question 4

- a) Identify and discuss the strategies to use in managing conflicts in the workplace that fall under functional conflict resolutions (10)
- b) Conducting needs assessment/analysis is the first step in the process of recruiting volunteers for an organization. Discuss this stage and explain the important questions you need to ask yourself when conducting this analysis. (15)

[25 marks]

SECTION C – CHOOSE ONLY TWO CONCEPTS

Question 5

Write explanatory notes on any TWO (2) of the following;

- a) Negotiator (5)
- b) Resource mobilization (5)
- c) Programme evaluation (5)
- d) Arbitrator (5)

[10 marks]