

UNIVERSITY OF ESWATINI
DEPARTMENT OF ADULT EDUCATION
CERTIFICATE IN ADULT EDUCATION YEAR 11
MAIN EXAMINATION PAPER – NOVEMBER, 2019

TITLE OF PAPER : **PROGRAMME MANAGEMENT 1**

COURSE CODE : **AED105**

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

i) A _____ is content-specific and focuses on delivering the required result.

- a. Project b. Programme c. Activities d. All of the above

ii) A corporate lawyer negotiating with a government agency regarding compliance with an existing law is an example of a professional working for an organization that is;

- a. A closed system b. An efficient system c. An open system d. Regulated system

iii) To what time-frame do strategic plans relate?

- a. Long-term b. Medium-term c. Short-term d. All the above

iv) Systems that operate without interference from outside their boundaries are called _____ systems.

- a. Isolated b. Mechanistic c. Structured d. Closed

v) What is the first step in the control process

- a. Manpower planning b. Giving people work assignments c. Establishing standard of performance d. Selecting a strategy

vi) Which of the following does not describe the role of a programme manager?

- a. Programme manager is a tactical thinker b. Programme manager manages the overall budget and distributes it to the different projects c. Programme manager is in charge of checking through and provide direction to projects d. None of the above

vii) Ensuring that everything is carried out according to plan is part of the process of;

- a. Planning b. Controlling c. Organizing d. Co-ordinating

viii) Productivity ultimately depends on both;

- a. Efficiency and effectiveness b. Infrastructure and culture c. People and money d. Satisfaction and revitalization

ix) Organizations whose survival depends on satisfying the needs of their members are;

- a. Commonweal b. Mutual benefit c. formal d. all of the above

x) Which one is NOT defining an informational programme

- a. To specifically address people's needs b. To deliver information to clients c. To exchange information d. All of the above

(10 marks)

xi) Name 3 basic elements every organization should have to qualify for being a formal organization. (3)

xii) Indicate the stages in Daft & Murphy's Organizational Life Cycle (5)

xiii) Outline the types of organizations according to Kreitner (1995) (4)

xiv) What is a community (5)

xv) Name the type of plans made by managers in organizations (3)

xvi) Name the five (5) functions of management (5)

- xvii) What are the three (3) types of programmes (3)
- xviii) When managers lead in an organization, what are the four (4) things they do (4)
- xix) What do you understand by community development (4)
- xx) Name the four (4) features of community development (4)

(40 marks)

[10 + 40 = 50 marks]

SECTION B – ANSWER ANY TWO (2) QUESTIONS

QUESTION 2

Using the following grounds, differentiate a programme and a project.

- i) Meaning (5)
- ii) Success (5)
- iii) Duration (5)
- iv) Concern (5)
- v) Tasks (5)

[25 marks]

QUESTION 3

- a) What is an organization? (5)
- b) All formal organizations share four (4) common features
 - i) Coordination of efforts (5)
 - ii) Common goal (5)
 - iii) Division of labour (5)
 - iv) Hierarchy of authority (5)

For each of the above features, explain what they mean and indicate why each is important in the organization.

[25 marks]

QUESTION 4

- a) Differentiate between a programme goal and a programme objective (5)
- b) Using appropriate examples identify and discuss the five (5) key characteristics of programme objectives. (20)

[25 marks]

END OF EXAM