

**UNIVERSITY OF ESWATINI**  
**DEPARTMENT OF ADULT EDUCATION**  
**CERTIFICATE IN ADULT EDUCATION YEAR 11**  
**MAIN EXAMINATION PAPER – OCTOBER, 2021**

**TITLE OF PAPER** : **PROGRAMME MANAGEMENT 11**

**COURSE CODE** : **AED 106**

**TIME ALLOWED** : **THREE (3) HOURS**

**INSTRUCTIONS** : **THIS PAPER CONSIST OF TWO (2) SECTIONS**  
**ANSWER QUESTION ONE (1) IN SECTION 'A'**  
**ANSWER ANY TWO QUESTIONS IN SECTION 'B'**

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

**SECTION A**  
**ANSWER QUESTION 1 [Compulsory]**

**QUESTION 1**

With the aid of relevant examples, differentiate the following terms as used in your course:

- a) Volunteer vs. donor (10)
- b) Major donor vs. corporate donor (10)
- c) Conflict management vs. conflict resolution (10)
- d) Special meeting vs. ad hoc meeting (10)

[40 marks]

**SECTION B**  
**ANSWER ANY TWO (2) QUESTIONS**

**QUESTION 2**

- a) Identify and explain the types of membership systems that are likely to be used by membership organizations to record their members (16)
- b) Indicate at least seven (7) things you would do in order to keep members motivated and involved in your organization (14)

[30 marks]

**QUESTION 3**

- a) The most successful organization ‘**involves**’ rather than ‘**use**’ volunteers. Explain what this statement means (10)
- b) Identify and discuss at least five (5) contributions made by volunteerism in the development of an individual volunteer (20)

[30 marks]

**QUESTION 4**

- a) Who is a chairperson in a voluntary management committee? (3)
- b) What is the primary role of a chairperson? (3)
- c) Name at least three (3) powers a chairperson has over committee members (6)
- d) Name at least three (3) main duties of a chairperson in each of the following;
  - i) Before the meeting (6)
  - ii) During the meeting (6)
  - iii) After the meeting (6)

[30 marks]

~ ~ END OF EXAM PAPER ~ ~