

**UNIVERSITY OF SWAZILAND**  
**DEPARTMENT OF ADULT EDUCATION**  
**CERTIFICATE IN ADULT EDUCATION YEAR 11**  
**MAIN EXAMINATION PAPER – MAY, 2017**

**TITLE OF PAPER : PROGRAMME MANAGEMENT 11**

**COURSE CODE : AEC 116**

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

**INSTRUCTIONS :**

- 1. ANSWER TWO QUESTIONS IN SECTION 'A'**
- 2. ANSWER TWO QUESTIONS IN SECTION 'B'**
- 3. ANSWER THREE QUESTIONS IN SECTION 'C'**

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

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

**QUESTION 1**

Identify and discuss at least five (5) important factors to consider when developing a solid job description for an effective volunteer management programme.

[5 x 4 = 20]

**QUESTION 2**

Identify and discuss five (5) basic elements important to consider when putting together a membership recruitment strategy.

[5 x 4 = 20]

**QUESTION 3**

Explain using appropriate examples, how to plan and run an effective meeting.

[20]

**2\*20 = 40 marks**

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

**QUESTION 4**

Examine any three (3) potential sources of funding from which non-profit organizations may seek funding.

[3 x 5 = 15]

**QUESTION 5**

Conflict is said to be a normal and natural part of any workplace. Identify and discuss any five (5) primary sources of conflicts in any work setting.

[3 x 5 = 15]

**QUESTION 6**

Using appropriate examples to illustrate your answer, discuss the (3) three elements of a logic model used by programme evaluators when evaluating the effectiveness of a programme.

[3 x 5 = 15]

**2\*15 = 30 marks**

## SECTION C

With the aid of relevant examples, write explanatory notes on any three (3) of the following;

- 7. Types of donors [10]
- 8. Membership organization [10]
- 9. Interpersonal conflicts and intrapersonal conflicts [10]
- 10. Autocratic leadership and democratic leadership [10]
- 11. Conflict and conflict resolution [10]

**3\*10 = 30 marks**

**End of Question Paper**