

UNIVERSITY OF ESWATINI
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR II
FINAL EXAMINATION PAPER, DECEMBER, 2018

TITLE OF PAPER: NON-INSTRUCTIONAL SOLUTIONS IN ADULT EDUCATION

COURSE CODE: AED 217

TIME ALLOWED: TWO (2) HOURS

INSTRUCTIONS: 1. ANSWER ALL QUESTIONS IN SECTION A

2. ANSWER ANY TWO (2) FROM SECTION B

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INVIGILATOR

SECTION A

QUESTION 1

As a change agent/instructional designer, define the term needs assessment and explain the importance of conducting needs assessment in problem identification. Outline and explain the methods that you could use to identify needs/problems/gaps in performance. [25 Marks]

QUESTION 2

In instructional design practice it is not always the case that solutions to problems have to be instructional. With the aid of examples, discuss this statement. [25 Marks]

SECTION B

QUESTION 3

An organization has performance problems that you have observed and noted in performance reports. Briefly explain the following feedback methods that you have selected to help the organization solve its performance problems:

- i) Coaching
- ii) Memorandums
- iii) Team meetings
- iv) Performance appraisals
- v) Customer surveys [25 Marks]

QUESTION 4

Pre-testing of materials is the first stage of the implementation process. Describe pre-testing and explain its significance in the process of implementing a solution to a problem. [25 Marks]

QUESTION 5

Write explanatory notes on the following terms:

- i) Feedback methods
- ii) Job performance aids

iii) Reward systems

iv) Employee selection practices

v) Organisational re-design [25 Marks]