

UNIVERSITY OF ESWATINI
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR II
FINAL EXAMINATION PAPER, DECEMBER, 2019
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

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

SECTION A

QUESTION 1

You are a change agent working in a particular area, outline and explain five methods that you could use to identify performance problems in a group/organization /department. [25 Marks]

QUESTION 2

In instructional design practice it is not always the case that solutions to performance problems have to be instructional. With relevant examples, demonstrate your agreement with this statement. [25 Marks]

SECTION B

QUESTION 3

With relevant examples, demonstrate your understanding of the following:

- i) Coaching
- ii) Checklists
- iii) Memorandums
- iv) Performance appraisals
- v) Work examples. [25Marks]

QUESTION 4

Describe the concepts staff development and total quality management (TQM) and explain, with the aid of examples, when these could be employed to solve performance problems in organisations/departments.

QUESTION 5

Discuss five conditions that can lead to organisational re-design. [25 Marks]