

UNIVERSITY OF SWAZILAND
FACULTY OF EDUCATION
PART-TIME DIPLOMA IN ADULT EDUCATION YEAR I
FINAL EXAMINATION PAPER MAY, 2005

TITLE OF PAPER : **COMMUNICATION AND HUMAN RELATIONS**

COURSE CODE : **AE 103**

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

INSTRUCTIONS :
1. **ANSWER ALL QUESTIONS IN SECTION A AND ANY THREE IN SECTION B.**
2. **POOR LANGUAGE AND PRESENTATION WILL BE PENALIZED.**

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

SECTION A

Answer all questions in this section.

QUESTION 1

Read the case study and answer the following questions.

Mr. Sambo is a literacy instructor in Meveni area in the Lowveld of Swaziland. His class is made up of nineteen (19) learners, five men, ten women and four teenage girls.

It is now the marula season and most people in the area are very busy either brewing the fruit and selling to make money or spending money drinking the brew. Mr. Sambo originally comes from the highveld. In his home area the main occupation of this season is the weeding of fields. Bearing this in mind, he decides that most of his instruction during this period will centre around agricultural activities.

Since the last few days he has noticed some unusual gaiety among his learners, especially the men and older women. They have been very eager to get things quickly done so that they are released early from class. The next week his class begins to dwindle. Fewer and fewer learners are attending classes. He gets worried and talks about going to some homes to find out what is keeping his learners from coming to class. He is, however, confused when the few learners who are in class, especially the teenagers, seem to discourage him.

QUESTIONS:

- i) Analyse and explain what is happening in this situation. (20 marks)
- ii) What could the instructor have done to prevent it? (10 marks)

QUESTION 2

Answer True or False

- a) Symbols are incomplete messages.
- b) Communication and interaction are different processes.
- c) Interacting with other people distracts a person from knowing himself.
- d) Connotation is the message conveyed by the actual symbols of communication.
- e) Punctuation does not affect oral communication because it is written.
- f) Words mean what they say.
- g) By providing constant feedback, the listener distracts the sender.
- h) Nonverbal communication is communication without verbs.
- i) The arena is the only area of interpersonal conflict in human interaction.
- j) The blind spot is where nobody can see. (10 marks)

SECTION B

Answer two questions.

QUESTION 3

- (a) Why is connotative meaning referred to as an individualized or personalized meaning? (10 marks)
- (b) What is the relationship between one's symbolic world and one's empirical world? (5 marks)
- (c) Explain why we say language is culture-bound. Clarify with examples from verbal communication and non-verbal communication. (15 marks)

QUESTION 4

Describe how, as a change agent, you can use your understanding of the factors that affect perception to enhance understanding between you and your target group.

Use three factors as the basis for your discussion. (30 marks)

QUESTION 5

Explain why it is important for a Change Agent to analyze and understand the characteristics of his/her target audience before he/she introduces an innovation. (30 marks)

QUESTION 6

Under listening, you have learned about ways you can use to improve your listening skill.

Choose three good listening habits and explain how each can help the listener achieve better understanding. (30 marks)