

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

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

COURSE CODE : **AE 103**

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

INSTRUCTIONS : **ANSWER ALL QUESTIONS IN SECTION A AND ANY THREE IN SECTION B.**

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SECTION A

Answer all questions in this section.

QUESTION 1

Write the letter of the correct answer

1. The sender of a message is also called an encoder because
 - A. his codes are easy to understand.
 - B. he puts codes together to make the message.
 - C. his codes are in the message.

2. Communication is complete if
 - A. the sender makes a complete message.
 - B. the sender uses all the codes of communication.
 - C. the sender receives a response from the receiver.

3. By message we mean
 - A. the codes of meaning in communication.
 - B. the meaning of codes used in communication.
 - C. the verbal and non-verbal codes of communication.

4. Feedback helps the receiver
 - A. to assess his interpretation of a message.
 - B. to assess the sender's meaning of a message.
 - C. to do both A and B.

5. Communication is two-way because
 - A. there are two ways one can communicate.
 - B. there are two interpretations one can make.
 - C. there are two points of interaction involved.

(10 marks)

QUESTION 2

You are a home economist and you have recently been posted to an area where chronic malnutrition is a general problem.

Drawing from your background as an adult educator, explain how you plan to tackle the situation. Give a clear reason(s) for each step. (30 marks)

SECTION B

Answer two questions.

QUESTION 3

Describe the three ways in which language can be polluted. Clarify with examples. (30 marks)

QUESTION 4

Explain why it is important for you as a Change Agent to understand how interpersonal relationships are built.

Use three components of interpersonal communication to illustrate your answer. (30 marks)

QUESTION 5

(a) Perception may be described as a coloured filter through which each individual views the world and situations around him/her.

Explain why this is an appropriate description of perception. (15 marks)

(b) Describe the three sub-processes of perception. (15 marks)

QUESTION 6

(a) What is the relationship between verbal and nonverbal communication? (10 marks)

(b) Why is non-verbal communication more believable than verbal communication? (20 marks)