

UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION
PART-TIME CERTIFICATE IN ADULT EDUCATION
SUPPLEMENTARY EXAMINATION - JULY 2005

TITLE OF PAPER : HUMAN COMMUNICATION

COURSE CODE : CAE 104

TIME ALLOWED : THREE (3) HOURS

INSTRUCTIONS : ANSWER ALL QUESTIONS IN SECTION "A" AND ANY THREE (3) IN SECTION "B".

THIS PAPER MUST NOT BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR.

SECTION A**QUESTION 1**

- A. Give a brief description of each of the following:
- i) One way and two way communication [5 marks]
 - ii) Barriers to verbal communication [5 marks]
 - iii) Non-verbal communication [5 marks]
 - iv) A dyad [5 marks]
[20 marks]
- B. Citing examples, explain the following:
- i) Role of Chairperson in a meeting [5 marks]
 - ii) Advantages of mass communication [5 marks]
 - iii) Disadvantages of mass communication [5 marks]
 - iv) Types of feedback in listening [5 marks]
[20 marks]

SECTION B**Answer Any Three Questions from this Section****QUESTION 2**

- (a) What is communication? [5 marks]
- (b) Describe the six steps or stages of communication from sender to receiver. [15 marks]

QUESTION 3

- (a) What are the advantages and disadvantages of one way communication. [10 marks]
- (b) Explain the five dimensions or functions of a dyad in the context of your place of work. [10 marks]

QUESTION 4

- a) What is listening? [5 marks]
- b) What are the barriers to listening from the context of your field of practice. [15 marks]

QUESTION 5

What are the roles of the Secretary and Chairperson before and during the meeting? [20 marks]

QUESTION 6

What are the advantages and disadvantages of mass communication? [20 marks]