

Course Code CAE 104 (M) 2005

UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION
PART-TIME CERTIFICATE IN ADULT EDUCATION
FINAL EXAMINATION - MAY 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**Answer All Questions****QUESTION 1**

A. Give a brief description of each of the following terms:

- i) Meaning of the term communication, (5)
- ii) Convergence model of communication and linear model of communication, (5)
- iii) Encoding and decoding messages, (5)
- iv) non-verbal and verbal communication. (5)

[20 marks]

B. Give an explanation of the following:

- i) The function of a meeting. (5)
- ii) The function of mass communication. (5)
- iii) The role of a Chairman in a meeting. (5)
- iv) The function of feedback. (5)

[20 marks]

SECTION B**Answer any three questions from this Section****QUESTION 2**

What are the advantages and disadvantages of a dyad?

[20 marks]

QUESTION 3

(a) What is mass communication?

[5 marks]

(b) Choose one type of mass media and show the advantages and disadvantages of using it to disseminate information in your field of practice.

[15 marks]

QUESTION 4

Conducting meetings is one activity or role that you as a change agent have to undertake. Using your field of practice as an example, explain some of the problems you have faced in using a meeting as a problem-solving or decision making activity. [20 marks]

QUESTION 5

- (a) What is listening? [5 marks]
- (b) Discuss types of feedback in listening. [15 marks]

QUESTION 6

What is the importance of communication to an adult educator or manager? [20 marks]