

Course Code: BAE 305 (M) 2005

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR IV
FINAL EXAMINATION PAPER, MAY 2005

TITLE OF PAPER : **INTERPERSONAL COMMUNICATION**

COURSE CODE : **IDE-BAE 305**

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

INSTRUCTIONS :
1. ANSWER ALL QUESTIONS FROM SECTION A.
2. ANSWER THREE QUESTIONS IN SECTION B.

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

SECTION A

INSTRUCTIONS: Answer all questions in this section.

QUESTION 1

Explain what each of the following concepts phrases means and give examples.

- | | |
|------------------------------------|-----------|
| (b) receiver-centred communication | [5 marks] |
| (c) perceptual barriers | [5 marks] |
| (d) person perception | [5 marks] |
| (e) social environment | [5 marks] |

QUESTION 2

Because of the expertise you have in the job you do, the government of Swaziland has entered an agreement with other SADC partners to involve you in an exchange programme. Therefore, you will be travelling extensively within the SADC region. You will be required to spend about three months in each country facilitating workshops in the area of your expertise.

State four of the cultural factors you would consider in each country and explain why each factor is important for your success. [20 marks]

SECTION B

Answer two questions from this Section.

QUESTION 3

- A. Explain what each of the following sectors of the Johari Window stands for in the human personality:
- | | |
|--------------------|-----------|
| (i) - the arena | [5 marks] |
| (ii) - blindspot | [5 marks] |
| (iii) - the facade | [5 marks] |
- B. Consider the concept of the Johari Window and describe how it would influence the interaction/relationship between you and your target group. [15 marks]

QUESTION 4

- i) What is source credibility? [5 marks]
- ii) Why is trust described as a transaction? [5 marks]
- iii) Describe the role played by trust and credibility in a work relationship. Use your job as the context. [20 marks]

QUESTION 5

“Every dominant culture contains sub-cultures, groups both large and small, that maintain their individual cultural identities”.

Comment on this statement in relation to your work as a Change Agent in any culture of your choice. [30 marks]

QUESTION 6

Explain how each of the following strategies helps to bridge the cross-cultural gap:

- (a) avoiding stereotyping [10 marks]
- (b) being observant [10 marks]
- (c) being respectful [10 marks]