

**UNIVERSITY OF SWAZILAND**  
**DEPARTMENT OF ADULT EDUCATION**  
**PART-TIME DIPLOMA IN ADULT EDUCATION YEAR II**  
**SUPPLEMENTARY EXAMINATION QUESTION PAPER, JULY 2006**

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

**COURSE CODE** : **AE 103**

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

**INSTRUCTIONS** :

- 1. ANSWER ALL QUESTIONS FROM SECTION A.**
- 2. ANSWER TWO QUESTIONS IN SECTION B.**

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

**SECTION A**

ANSWER ALL QUESTIONS IN THIS SECTION.

**QUESTION 1**

- A. Explain each of the following statements;
- i) Listening is a communication skill. (10)
  - ii) The panes of the Johari Window shift all the time. (10)
  - iii) Self-concept is a process. (10)
  - iv) Feedback provides information about the sender and the receiver. (10)
- B. Space is used as an important communication device in organizations. Briefly describe two examples in which space has been used to good effect in an organizational setting. (10)

**SECTION B**

Answer TWO questions from this section.

**QUESTION 2**

“We only communicate when we intend to”.

Comment on this statement and support your answer with examples. (25)

**QUESTION 3**

- i) Much of the original message is lost as it passes from one person to the next. Explain clearly why this happens. (15)
- ii) Why is passive listening a poor communication skill? (10)

**QUESTION 4**

- i) Why is the Baseless Triangle of Meaning “baseless”? (5)
- ii) What is the significance of the understanding of the Baseless Triangle of Meaning in your communication as a Change Agent? (20)

**QUESTION 5**

- i) Why should the sender of a message consider the “field of experience” of the receiver? (5)
- ii) Explain the “field of experience” as used in communication. (5)
- iii) Any specialized field (profession) has its own terminology (jargon). Since this language is very precise, it is the best language the specialist should use at all times.

Do you agree or disagree? Give three reasons for your answer and support with examples. (15)