

Course Code CAE 204 (M) 2006

**UNIVERSITY OF SWAZILAND**  
**DEPARTMENT OF ADULT EDUCATION**  
**PART-TIME CERTIFICATE IN ADULT EDUCATION YEAR II**  
**FINAL EXAMINATION PAPER MAY, 2006**

**TITLE OF PAPER : EDUCATIONAL COMMUNICATION**

**COURSE CODE : CAE 204**

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

**INSTRUCTION : ANSWER QUESTION ONE AND FOUR (4) OTHERS.**

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

**QUESTION 1**

Answer by writing the letter corresponding to your response.

- i) Communication is personal because
  - A. It ensures feedback
  - B. It involves urgent messages
  - C. It originates from expert sources
  - D. It is from person to person
  
- ii) Listening and learning can never happen simultaneously because
  - A. Managers don't have time to listen to subordinates
  - B. They are not the same process
  - C. Hearing is easy; listening is difficult
  - D. None of the above statements
  
- iii) In counselling, the client
  - A. Is empowered
  - B. Is told what to do
  - C. Is unable to cope with life
  - D. Is given advice by some professional
  
- iv) Competence is an important dimension of source credibility for
  - A. Dyadic communication
  - B. Small group communication
  - C. Public communication
  - D. All of the above statements
  
- v) An effective change agent is one who
  - A. Knows what is good for the group
  - B. Co-learns with the group
  - C. Builds upon the knowledge and experience of the group
  - D. (B) and (C) only

- vi) An interview is a conversation
- A. Between a journalist and a famous person
  - B. Between a job applicant and an employer
  - C. Between a researcher and a respondent
  - D. All of the above statements
- vii) Failure to listen is a barrier particularly to
- A. Group communication
  - B. Dyadic communication
  - C. Mass communication
  - D. (A) and (B) only
- viii) Group work is important in adult education settings because
- A. Adults' listening span is short
  - B. Adults bring rich experiences to the learning encounter
  - C. Both (A) and (B)
  - D. None of the above statements
- ix) Most electronic communication is one way (linear) because
- A. It is sent by means of high-tech gadgets
  - B. Experts are hard to come by
  - C. There is less chance for feedback
  - D. More jargon is used in framing the message
- x) Stereotyping can be a barrier to communication
- A. Owing to varying cultural backgrounds
  - B. Owing to varying professional backgrounds
  - C. Owing to low self-esteem, aggressiveness, hostility
  - D. (A) and (B) only

[10 x 2 = 20 marks]

**QUESTION 2**

Describe a situation in which the communication failed because the channel used was inappropriate.  
[20 marks]

**QUESTION 3**

It is always advisable to make a member of the community the leader of his or her group.

Would it be wise to elect the chief of the area the leader? Explain. [20 marks]

**QUESTION 4**

Why do you think the study of communication is essential for a person who is engaged in the type of job you do? Give examples to clarify your answer. [20 marks]

**QUESTION 5**

Why do you think listening is an essential element in communication? Give typical examples of what would go wrong if people did not listen. [20 marks]

**QUESTION 6**

Explain what the chairperson needs to do before, during and after a meeting. [20 marks]