

Course Code: AE 103 (M) 2007

**UNIVERSITY OF SWAZILAND**  
**DEPARTMENT OF ADULT EDUCATION**  
**PART-TIME DIPLOMA IN ADULT EDUCATION YEAR II**  
**FINAL EXAMINATION QUESTION PAPER, MAY 2007**

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

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

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

**INSTRUCTIONS** :

1. **ANSWER ALL QUESTIONS IN SECTION A.**
2. **ANSWER THREE QUESTIONS IN SECTION B.**

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

**SECTION A**

THIS QUESTION IS COMPULSORY.

**QUESTION 1**

Read the case study and answer the questions.

Having set a target of ten years to supply power to all parts of the country, the National Power Corporation has discovered, after seven years, that work has not been progressing as anticipated. In an effort to expedite the electrification programme, the National Power Corporation has hired a new person to oversee work in the largest region of the country.

Nyembezi, the new regional director, is anxious to bring his region on par with the other regions in the country. His region is divided into three sub-districts, each with a local office. He is aware of the advantages of procuring supplies in bulk and he decides to order material for the three districts all at once. He calls the people in-charge of the district offices to brief them in his office.

Nine months later, Nyembezi visits the districts to see how much progress has been made. In district A not much has been done since the area is in the highlands of the country where there are rocky mountains. District B is in the wet lowlands where there are big rivers, swamps and marshes. Hence very little progress has been achieved. It is only district C that seems ready to meet the target and Nyembezi does not understand why he has not been made aware of these conditions.

Questions:

- i) Analyze this situation and explain the role played by Nyembezi and his subordinates. [20 marks]
- ii) How could they have avoided such a situation? [20 marks]

**SECTION B**

Answer three questions.

**QUESTION 2**

- i) common experience [5 marks]
- ii) self-concept [5 marks]
- iii) credibility [5 marks]
- iv) encoding skill [5 marks]

**QUESTION 3**

- i) Drawing from your understanding of how communication works, explain what the statement “you cannot communicate” means. [10 marks]
- ii) “Words have meaning”. Comment on the statement. [10 marks]

**QUESTION 4**

Discuss in detail ways in which the sender and the receiver contribute towards effective communication.

Mention two points for each and support with examples. [20 marks]

**QUESTION 5**

- (i) “Paralanguage” refers to how a message is expressed.  
Explain how paralanguage can reinforce or undermine the verbal message. [10 marks]
- (ii) Explain how space may be used to express either positive or negative feelings between individuals. [10 marks]

**QUESTION 6**

Write an essay explaining why it is important for facilitators of adult groups to understand how communication works. [20 marks]