

Course Code: AE 103 (S) 2008

UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION
PART-TIME DIPLOMA IN ADULT EDUCATION (YEAR I)
SUPPLEMENTARY EXAMINATION, JULY 2008

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

COURSE CODE : **AE 103**

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

INSTRUCTIONS :

1. **ANSWER ALL QUESTIONS IN 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

Consider the following elements of the process of communication and explain clearly how each contributes to make communication effective:

- (a) source; (10)
- (b) receiver; (10)
- (c) channel; (10)
- (d) feedback. (10)

SECTION B

Answer two (2) questions from this section.

QUESTION 2

- (i) Why is perception described as “one’s view of the world”? [10 marks]
- (ii) Consider any four factors that influence perception and explain how each can be used to enhance mutual understanding in an adult learning/teaching situation. [20 marks]

QUESTION 3

For any communication to succeed, it is important for the sender of the message to have a good view of the receiver. Describe an adult learning/teaching situation which supports this statement. [30 marks]

QUESTION 4

Describe the differences in the manner non-verbal symbols are used/interpreted in the Swazi context and the Western culture. Make special reference to:

- (i) eye contact; (10)
- (ii) touch; and (10)
- (iii) space (distance between people) (10)

QUESTION 5

“We communicate in order to discover who we are.”

Comment on this statement and clarify your answer with an example. [30 marks]

QUESTION 6

- (i) What is the difference between hearing and listening? [10 marks]
- (ii) Why is listening the main feature of the facilitation process? Give two reasons and support your answer with examples. [20 marks]