

Course Code: AE 103 (M) 2009

**UNIVERSITY OF SWAZILAND**  
**DEPARTMENT OF ADULT EDUCATION**  
**PART-TIME DIPLOMA IN ADULT EDUCATION YEAR**  
**FINAL EXAMINATION QUESTION PAPER, MAY 2009**

**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 TWO QUESTIONS IN SECTION B.**

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

**SECTION A**

**THIS SECTION IS COMPULSORY**

**QUESTION 1**

Read the case study and answer the questions.

Musa Sidlodlo works as a literacy instructor in one area in the lowveld of Swaziland. His class is made up of men and women whose ages range between 40 and 55 years.

It is the marula season and most people, especially women are very busy collecting the marula fruit either to sell or brew. The majority of the local men spend the day drinking the brew. Mr. Sidlodlo's home area is in the highveld and at this time the main occupation in his home area is weeding. Seeing the hunger that is prevalent in the area where he works as a literacy instructor, he decides that most of his instruction during this period will centre around agricultural activities.

Since the last few days, he has noticed that spirits are unusually high in his class. Learners have been very eager to get things done quickly so that they are released early from class. However, he is puzzled when he sees his class dwindling in spite of the apparently high level of motivation. He gets worried and talks about visiting some of the homes to find out what is keeping his learners from coming to class. When he mentions this to a colleague who has been working in this area for some time, he is discouraged from carrying out his plan.

- i) Analyse and explain what is happening in this situation. [20 marks]
- ii) What could the instructor have done to prevent the situation? [20 marks]

**SECTION B**

Answer two questions from this section.

**QUESTION 2**

- i) What is the difference between a symbol of communication and a message? [5 marks]
- ii) The receiver of a message carries the burden of helping the sender to make his (sender's) message clear.

Mention and explain five ways in which the receiver can play this role effectively.

[25 marks]

**QUESTION 3**

The average person is able to remember 80% of what he has seen although this becomes progressively less as time goes on.

Discuss the implications of the above statement in relation to your role as

- i) a learner [15 marks]
- ii) a facilitator [15 marks]

**QUESTION 4**

Consider any three of the components of interpersonal communication and explain how each could help you build a positive relationship with your target audience. [30 marks]

**QUESTION 5**

- i) Language is an essential ingredient of any relationship.  
Comment on this statement and clarify your answer with an example. [10 marks]
- ii) From your background as a native Swazi, discuss two factors that you think have influenced the evolution of the Swazi language. Explain clearly how this process has taken place. [20 marks]

**QUESTION 6**

Write an essay explaining why the study of communication is important in the kind of job you do. Give three clear reasons. [30 marks]