

Course Code: AE 103 (S) 2009

UNIVERSITY OF SWAZILAND

DEPARTMENT OF ADULT EDUCATION

PART-TIME DIPLOMA IN ADULT EDUCATION YEAR

SUPPLEMENTARY EXAMINATION QUESTION PAPER, JULY 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.**

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**SECTION A**

**THIS SECTION IS COMPULSORY**

**QUESTION 1**

A. Answer TRUE of FALSE.

- (a) We communicate in order to survive
- (b) Verbs are not communication symbols.
- (c) The facade is the positive side of the Johari Window.
- (d) How one communicates influences one's relationships.
- (e) Judgement statements and inferences are the same.
- (f) The blind spot is where nobody can see.
- (g) Nonverbal symbols reinforce a verbal message.
- (h) Deaf people cannot listen.
- (i) We perceive only when we see.
- (j) Nonverbal messages are more believable than verbal ones.

[20 marks]

B. Explain the following statements:

- (a) We communicate in order to discover who we are.
- (b) The way we communicate affects the way other people treat us.
- (c) perception is a filter through which one views the world.
- (d) Connotative meanings exist inside the individual.
- (e) Words are only vehicles used to convey meaning from one point to another.

[20 marks]

**SECTION B**

Answer two questions from this section.

**QUESTION 2**

Rural communities are generally believed to be passive in matters of development.

Comment on this statement drawing from your experience as a change agent. [30 marks]

**QUESTION 3**

Explain the three ways in which language pollution can occur. [30 marks]

**QUESTION 4**

What is the difference between

- i) connotative meaning and denotative meaning?
- ii) symbolic world and empirical world?
- iii) listening and hearing?
- iv) passive listening and active listening?
- v) self-concept and self-disclosure?

[30 marks]

**QUESTION 5**

Name three psychological factors and explain how each affects perception. Give an example to clarify each of the explanations you give.

[30 marks]

**QUESTION 6**

A change agent is described as a “catalyst” (something that speeds up) of development in the community he/she works with.

Describe three ways in which you as a change agent can play this role in your target audience.

[30 marks]