

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR IV
FINAL EXAMINATION, MAY 2009

TITLE OF PAPER: INTERPERSONAL COMMUNICATION

COURSE CODE: IDE-BAE 305

TIME ALLOWED: THREE (3) HOURS

- INSTRUCTIONS:**
- 1. ANSWER ALL QUESTIONS FROM SECTION A.**
 - 2. ANSWER TWO (2) QUESTIONS IN SECTION B.**

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

SECTION A

INSTRUCTIONS: ANSWER ALL QUESTIONS IN THIS SECTION.

QUESTION 1

- A. Explain the following terms as they are used in interpersonal communication.
- i) personal baggage; [5 marks]
 - ii) person perception; [5 marks]
 - iii) the facade; [5 marks]
 - iv) indirect feedback [5 marks]
- B. How can involvement, as explained in dyadic communication, help to enhance understanding between you and your target audience? [20 marks]

SECTION B

Answer Two Questions from this section.

QUESTION 2

- i) "Feedback enables communicators to correct and adjust or adapt messages to the receiver." Comment on this statement. [10 marks]
- ii) How does interpersonal feedback satisfy the human need for
 - affection? and [10 marks]
 - inclusion? [10 marks]

QUESTION 3

Explain how the time spent by two interacting individuals can impact on

- i) their degree of attraction towards or away from each other; [15 marks]
- ii) dominance or control of one over the other. [15 marks]

QUESTION 4

Interpersonal communication affords participants

- equal opportunity,
- direct participation,
- mutual understanding.

Explain how each of the mentioned characteristics can help you establish a positive relationship with your target audience. [30 marks]

QUESTION 5

- i) What is the relationship between self-concept and interpersonal communication? [10 marks]
- ii) From your experience as an adult learner or facilitator, explain how motivation and self-esteem influence each other [20 marks]

QUESTION 6

- i) Why is listening a critical element of a self-disclosure interaction? [10 marks]
- ii) Discuss two precautions you think you would have to consider if you engaged in self-disclosure with your target audience. Give clear reasons for your answer. [20 marks]