

UNIVERSITY OF SWAZILAND

FACULTY OF EDUCATION

CERTIFICATE IN ADULT EDUCATION YEAR I

SEMESTER EXAMINATION – DECEMBER 2009

TITLE OF PAPER : INTRODUCTION TO COMMUNICATION
COURSE CODE : CAE 114
TIME ALLOWED : TWO (2) HOURS
INSTRUCTIONS : ANSWER ALL QUESTIONS IN SECTION A
AND THREE (3) QUESTIONS IN SECTION B

**THIS PAPER MUST NOT BE OPENED UNTIL PERMISSION HAS BEEN
GRANTED BY THE INVIGILATOR**

Section A

Answer all questions in this section

Answer questions below by writing in your answer book the letter corresponding to your response

1. The following are benefits of oral communication except:
 - A. Provides immediate feedback
 - B. The parties can use tone of voice and gestures
 - C. Oral communication appeals to rural people more the urban-based
 - D. Allows each party to question or observe cues (or signals)
2. Most teachers are perceived credible sources based on their:
 - A. Legitimacy
 - B. Power
 - C. Competence
 - D. Sociability
3. All communication should aim at
 - A. Making friends
 - B. Giving orders
 - C. Understanding
 - D. Getting a response
4. Communication can be thought of as
 - A. Educational
 - B. Solving all problems
 - C. A process /flow
 - D. Speaking in public
5. A complete communication cycle consists of at least
 - A. a sender, message and receiver
 - B. a message, receiver, noise and feedback
 - C. a sender, receiver, message and feedback
 - D. a sender, message, channel, receiver, feedback
6. Harold Lasswell's communication model is linear; so, too, is
 - A. Charles Osgood's
 - B. Wilbur Schramm's
 - C. Shannon & Weaver
 - D. David Berlo's
7. All the following, but one, are dimensions of source credibility
 - A. Expert power
 - B. Composure
 - C. Sociability
 - D. Extroversion
8. Communication serves four (4) main functions within a group or organisation, viz.:
 - A. Motivation
 - B. Emotional expression
 - C. Information
 - D. Control
 - E. All of these options – correct
9. The transference and understanding of meaning represents
 - A. Encoding
 - B. Decoding
 - C. Communication
 - D. Feedback loop

10. is the check on how successful we have been in transferring our messages as originally intended. It determines whether understanding has been achieved.
- A. Mutual understanding B. Decoding C. Feedback D. Encoding
11. Ideally, communication is a(n)
- A. One-off event, from source to receiver
 B. Two-way process, from superiors to subordinates
 C. On-going process, between the interaction parties
 D. Statements (B) and (C) only – are correct
12. A glance, a stare, a smile, a frown, a provocative body movement – they all convey...
- A. Interest B. hatred C. recognition D. meaning
13. Communication should be, particularly during periods of change or crisis.
- A. Alternating B. Continuous C. Both (A) and (B) D. None of these
14. The following constitute (form/make up) receiver variables except:
- A. Anxiety B. Aggression
 C. Hospitality D. Dogmatism
15. Small groups establish group norms and shared acceptance of rules for their
- A. applicants B. members C. colleagues D. chairperson
16. Edward T. Hall has suggested four (4) zones for interpersonal interaction. Which, from the list below, is not one of them?
- A. social distance B. public distance
 C. intimate distance D. personnel distance
17. Time talks. It speaks more loudly / plainly than
- A. English B. French C. Portuguese D. words
18. “The person can make things difficult for people and you want to avoid getting him or her angry” illustrates what source of social power?
- A. Reward power B. legitimate power C. coercive power D. expert power
19. Information conveyed by variations in speech other than actual words represents
- A. Hesitation B. pitch (voice) C. stammering D. para-language
20. State the communication ‘noise’ contained (or implied) in the statement below:
 “Admission of four students still available” – Montessori Primary [20 x 2 = 40 marks]

Section B

Answer four (4) questions from this section

Question 1

(a) Describe briefly what you understand by 'dyadic' communication [5 marks]

(b) Describe three (3) common types of dyadic relationships, showing what effect the type of interpersonal control has on the relationship [3 x 5 = 15 marks]

[Total marks = 20]

Question 2

Meetings are an ideal forum for taking decisions that affect a group. State three (3) benefits and two (2) disadvantages of taking decisions in a group [5 x 4 = 20 marks]

Question 3

Identify and describe four (4) barriers to communication [4 x 5 = 20 marks]

Question 4

Explain why each of the following communication contexts is important. Use suitable examples to support your answer

(a) Dyadic communication (b) small group communication [2 x 10 = 20 marks]

Question 5

(a) What do you understand by 'non-verbal communication' (NVC)? [5 marks]

(b) Identify & explain three (3) divisions of non-verbal communication [4 x 3 = 12 marks]

[Total marks = 20]

End of Question Paper