

**UNIVERSITY OF SWAZILAND**  
**INSTITUTE OF DISTANCE EDUCATION**  
**BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR IV**  
**FINAL EXAMINATION, MAY 2010**

**TITLE OF PAPER:**           **INTERPERSONAL COMMUNICATION**

**COURSE CODE:**           **IDE-BAE 305 (1 & 2)**

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

- INSTRUCTIONS:**
- 1.     SECTION A MUST BE ANSWERED BY ALL STUDENTS.**
  - 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**

**This Section is compulsory.**

**QUESTION 1A**

Describe four of the five characteristics of an innovation mentioned below:

- (i) relative advantage
- (ii) compatibility
- (iii) complexity
- (iv) trialability
- (v) observability

[20 marks]

**QUESTION 1B**

Because of the expertise you have in the job you do, the government of Swaziland has made an agreement with other SADC partners to involve you in an exchange programme. Therefore, you will be travelling extensively within the SADC region. You will be required to spend three months in each country facilitating workshops in the area of your expertise.

State four of the cultural factors you would consider in each country and explain why each factor is important for your success.

[20 marks]

**SECTION B**

**Answer Two Questions.**

**QUESTION 2**

Explain clearly what the following statements mean.

- i) Understanding the self, the inner you, is fundamental for effective interpersonal interaction.
- ii) By having the opportunity to give and to receive feedback, we can realize fulfilment of our interpersonal needs.
- iii) Roles influence the behaviour of the interacting parties and also the content of their communication.
- iv) You do not have to cross national borders to encounter different cultures.
- v) Every society has culturally prescribed roles and responsibilities to all its members.

[30 marks]

**QUESTION 3**

- (i) Are the “self” and “other” fixed labels in an interpersonal interaction?

Explain clearly and give examples.

[10 marks]

- (ii) Explain how individuals develop their self-concept, whether positive or negative. [20 marks]

**QUESTION 4**

Defensiveness is a normal behaviour when we feel threatened and we want to protect our self image.

Explain how the following strategies may be used to limit defensiveness.

- i) Empathy
- ii) Equality
- iii) Flexibility

[30 marks]

**QUESTION 5**

Do you think the course BAE 305 is essential for you as a Change Agent?

Give three reasons for your answer.