

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR IV
FINAL EXAMINATION, MAY 2011

TITLE OF PAPER: INTERPERSONAL COMMUNICATION

COURSE CODE: IDE-BAE 305

TIME ALLOWED: THREE (3) HOURS

- INSTRUCTIONS:**
- 1. SECTION A IS COMPULSORY, ANSWER ALL QUESTIONS IN THIS SECTION.**
 - 2. ANSWER TWO QUESTIONS FROM SECTION B.**

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

SECTION A**THIS SECTION COMPULSORY****QUESTION 1****QUESTION 1**

- a) Some scholars of communication define interpersonal communication as an arena individuals use to “jointly create a single social reality”.

Explain what the words in quotation marks mean. (10 marks)

- b) One of the purposes of communication is stated as the need to understand the environment in which we live.

Explain how this “need” influences interpersonal communication. (10 marks)

- c) As we move from one social role to another, our self-concept changes.

Comment on this statement. (10 marks)

- d) In the study of self-disclosure it is stated that by opening up to the challenges of our relationships with other people, we are opening chances for self-discovery.

Explain how this happens between two interacting individuals. (10 marks)

SECTION B**ANSWER TWO QUESTIONS****QUESTION 2**

Mention three factors the initiator of a self-disclosure interaction needs to consider before the interaction takes place.

Explain why it is important to consider these points and how they contribute to the self-disclosure. [30 marks]

QUESTION 3

“Feedback enables communicators to correct and adapt their communication to each other.”

Mention and discuss three ways in which you as a change agent and your target audience continually correct and adapt your communication in order to achieve your desired goal.

[30 marks]

QUESTION 4

- (a) What is the significance of norms and standards in society? (10 marks)
- (b) Why should a change agent take note of the norms and standards of the community within which he/she works?

Clarify with (at least two) examples drawn from your own experience. (20 marks)

QUESTION 5

- (a) Discuss two "new" cultural norms you have had to deal with since you entered the work place. (10 marks)
- (b) Explain clearly how each of these "new" cultural norms has influenced your interaction with the people you work with. (20 marks)

QUESTION 6

State three reasons why it is important for you as a Change Agent to develop cross-cultural communication skills even though you are a Swazi working among Swazi people. [20 marks]