

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF ADULT EDUCATION (ADULT EDUCATION) YEAR IV
FINAL EXAMINATION PAPER, MAY 2012

TITLE OF PAPER : **INTERPERSONAL COMMUNICATION**

COURSE CODE : **IDE-BAE305**

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

INSTRUCTIONS : **ANSWER QUESTION 1 AND ANY OTHER TWO.**

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

SECTION A

This section is compulsory.

QUESTION 1

Write an essay explaining clearly why you think trust and involvement are essential factors in the relationship between a Change Agent and his/her target audience.

Give two reasons for each factor.

(40 marks)

SECTION B

Answer two questions in this section.

QUESTION 2

- (a) What is the difference between perceiving a person and perceiving an inanimate object? (10 marks)
- (b) Explain briefly why it is important for the self to be aware of his/her unique traits before he/she engages in interpersonal interaction. (10 marks)
- (c) State three characteristics of interpersonal communication and explain how each influences the relationship between the individuals involved. (10 marks)

QUESTION 3

A person's behaviour is dictated by the roles the individual finds him/herself in as he/she interacts in different situations.

Describe three different interpersonal situations you have experienced and which have caused you to adapt your behaviour to varying contexts of your interaction. State clear reasons why you had to adapt. (30 marks)

QUESTION 4

- (a) Briefly explain the relationship between culture and language. (10 marks)
- (b) Comment on the following statement:
"You don't have to cross national borders to encounter different cultures." (20 marks)

QUESTION 5

In your study of interpersonal communication you have learned about three types of conflict:

- intra-personal conflict
- interpersonal conflict
- group conflict.

Consider each type and explain how studying and understanding it is an advantage to you as a change Agent. (30 marks)

QUESTION 6

(a) What is the meaning of Diffusion of Innovations? Give an example. (10 marks)

(b) Explain how the following factors influence the adoption process either positively or negatively:

- Time
- Communication channels.

(20 marks)