

**UNIVERSITY OF SWAZILAND**  
**PART-TIME CERTIFICATE IN ADULT EDUCATION YEAR I**  
**FINAL EXAMINATION PAPER, DECEMBER 2012**

**TITLE OF PAPER : INTRODUCTION TO COMMUNICATION**

**COURSE CODE : DAE 113**

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

**INSTRUCTIONS :**

- 1. ANSWER ALL QUESTIONS IN SECTION A.**
- 2. ANSWER TWO QUESTIONS IN SECTION B.**

**DO NOT OPEN THIS PAPER UNTIL THE INVIGILATOR HAS GRANTED PERMISSION.**

## **SECTION A**

This Section is compulsory.

### **QUESTION 1**

Explain the following statements drawing from your experience as a facilitator:

- i) In order to enhance understanding in an adult learning situation there must an overlap between the sphere of experience of the facilitator and that of the learner. (10)
- ii) The source of a message must consider all possible questions the receiver may have about the message. (10)
- ii) It is the responsibility of the receiver to help the sender to formulate a clear message. (10)
- iii) Perception is a filter through which one views the world. (10)

## **SECTION B**

Answer TWO questions from this Section.

### **QUESTION 2**

“It is easier to remember things one has seen than things one was told about.”

Discuss this statement in relation to your role as a

- i) Designer of a message (15)
- ii) Receiver of a message (15)

### **QUESTION 3**

State three clear reasons why you think the understanding of how communication works is important in the work you do. (30)

### **QUESTION 4**

Think of any three psychological factors that affect perception and explain how you could use each to enhance understanding between you and your target audience. (30)

**QUESTION 5**

“Meaning is said to be in words yet in actual fact meaning is in the minds of people who use words.”

Comment on this statement giving three clear reasons for your answer. (30)

**QUESTION 6**

“Silence is golden,” suggests that silence has a positive effect on communication. Is this always true? State three reasons for your answer. (30)