

UNIVERSITY OF SWAZILAND

☎ PART-TIME CERTIFICATE IN ADULT EDUCATION YEAR I ☎

SUPPLEMENTARY EXAMINATION PAPER, JULY 2013

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

Answer all questions in this Section.

QUESTION 1

- (a) Why are words not 100% reliable as means of sending messages? (10)
- (b) Why does each individual have his own personal view of the world? (10)
- (c) Why is timing one of the most crucial factors to consider when sending a message? (10)
- (d) What does it mean to say one communicates in order to share one's world with others? (10)

SECTION B

Answer TWO questions from this section.

QUESTION 2

Trying to impress is another effective way of motivating people to do what one wants them to do.

Comment on this statement giving three reasons for your answer. (10)

QUESTION 3

At best, the message a speaker dispatches can be similar to but never the same as the one the listener receives.

Agree or disagree. State three reasons to support your answer.

QUESTION 4

Think of a medium or combination of media you often use as a Change Agent.

Give three reasons why you find this appropriate in your situation. (30)

QUESTION 5

A Change Agent usually comes from outside the community he/she works with.

State any three major considerations he/she must bear in mind in order to be successful in the job (as a change agent). (30)

QUESTION 6

Discuss three ways in which stereotyping can affect communication negatively in an adult learning situation. (30)