

**UNIVERSITY OF SWAZILAND**

**PART TIME DIPLOMA IN ADULT EDUCATION : YEAR 1**

**MAIN EXAMINATION PAPER - NOVEMBER 2013**

**COURSE CODE : DAE113**

**TITLE OF PAPER : INTRODUCTION TO COMMUNICATION**

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

**INSTRUCTIONS :**

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

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

## SECTION A

ANSWER ALL QUESTIONS IN THIS SECTION

### QUESTION 1

Explain the following statements:

- a) You cannot not communicate (10 marks)
- b) The sender is also an interpreter of the message he sends (10 marks)
- c) Perception is involved throughout the process of communication. (10 marks)
- d) The receiver is not a passive participant in communication (10 marks)

## SECTION B

ANSWER TWO QUESTIONS IN THIS SECTION

### QUESTION 2

- i) Why do we say, "Perception is a window through which one views the world"? (10 marks)
- ii) Drawing from your experience as an adult learner/facilitator, discuss the following factors and say how each influences perception in an adult learning/teaching situation.
  - past experience (10 marks)
  - motivation (10 marks)

### QUESTION 3

In each case, state and discuss three ways in which you consider a channel you use to be appropriate for

- i) your target audience; (15 marks)
- ii) the message you send to the same audience (15 marks)

### QUESTION 4

Non-verbal communication is everything we do besides speaking and writing and it is more believable than verbal communication.

Describe how you can use the following to influence the behaviour of the people you interact with:

- i) manner of dress; (10 marks)
- ii) attentiveness; (10 marks)

iii) understanding of culture.

(10 marks)

**QUESTION 5**

Give three clear reasons why you think understanding how communication works is essential for the kind of job you do.

(30 marks)

**QUESTION 6**

“Words have no meaning but meaning is in the minds of the people who use the words.”

Comment on the above-quoted statement and give examples to support and clarify your answer.

(30 marks)