

UNIVERSITY OF SWAZILAND

PART TIME DIPLOMA IN ADULT EDUCATION : YEAR 1

SUPPLEMENTARY EXAMINATION PAPER - JULY 2014

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

Answer True or False.

- i) The channel used to send a message has no influence on the success or failure of the communication.
- ii) Words used to label an object are an intrinsic part of the object.
- iii) It saves time to fill in gaps for the speaker and it helps to clarify the meaning of the message.
- iv) The process of listening does not help to enhance communication because it is not speaking.
- v) Communication is one-way because only one person speaks while the other listens.
- vi) When a person communicates, he/she must worry more about the effectiveness of the message than who the receive is.
- vii) Feedback does not have any influence on communication because it is at the end of the process.
- viii) The “noise” factor is the one that helps communicating individuals hear each other.
- ix) Non-verbal communication is communication that does not involve the use of verbs.
- x) In face-to-face communication there is no need for participants to use commonly understood symbols because they can see each other.

(20 marks)

QUESTION 2

Use short paragraphs to explain the following:

- i) language pollution (5 marks)
- ii) a statement of inference (5 marks)
- iii) stereotyping (5 marks)
- iv) connotative meaning (5 marks)

SECTION B

ANSWER TWO QUESTIONS IN THIS SECTION

QUESTION 3

Clarity of expression is the ability to communicate clearly and effectively.

Discuss the following factors explaining how each contributes to clarity of expression:

- a) Vocabulary (10 marks)
- b) punctuation (10 marks)
- c) audibility (10 marks)

QUESTION 4

For any communication to succeed, it is important for the sender of the message to have a clear understanding of who the receiver of his message is.

From your experience as an adult facilitator, give three clear reasons why this is necessary. (30 marks)

QUESTION 5

- i) One of the myths of listening is that we are born good listeners. Explain why this is a myth. (10 marks)
- ii) What fact does the “Baseless Triangle of Meaning” illustrate? (10 marks)
- iii) We say for communication to be successful, the communicating individuals must use “agreed upon” symbols. What does “agreed upon” mean? (10 marks)

QUESTION 6

As a receiver in an adult facilitation situation, explain what you could do to help the sender make his/her meaning clear. (30 marks)