

Course Code DAE 113 (M)

UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION
PART-TIME DIPLOMA IN ADULT EDUCATION YEAR 1
FINAL EXAMINATION, DECEMBER 2014

TITLE OF PAPER : **INTRODUCTION TO COMMUNICATION**
COURSE CODE : **DAE 113**
TIME ALLOWED : **THREE (3) HOURS**
INSTRUCTION : **1. SECTION A IS COMPULSORY.**
2. ANSWER TWO QUESTIONS IN SECTION B.

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SECTION A

THIS SECTION IS COMPULSORY

QUESTION 1

Clarify each answer with an example

1. Explain why as we communicate we must always be aware that noise always surrounds the communication process. [10]
2. Explain how perception is a constant factor in communication. [10]
3. Explain how a receiver contributes effectively to successful communication. [10]
4. Explain why stereotyping is a barrier in communication. [10]

SECTION B

Answer two questions.

QUESTION 2

Discuss any three factors that the sender of a message needs to consider about the receiver and state why such consideration is important. [30]

QUESTION 3

The message that the listener receives is as effective as the channel that has been used to transmit the message.

State three ways in which the channel can affect/influence the message it transmits. [30]

QUESTION 4

Listening is considered to be a communication skill.

Give three reasons why listening is a communication skill and clarify with examples. [30]

QUESTION 5

We can use space as part of our non-verbal communication.

Describe three ways in which Swazis use space differently from Western cultures. State the differences clearly. [30]

QUESTION 6

Choose three concepts from your study of communication and explain clearly how each has enhanced your performance as a Change Agent. [30]