

UNIVERSITY OF SWAZILAND
DIPLOMA IN ADULT EDUCATION YEAR 1
SUPPLEMENTARY EXAMINATION - JULY, 2015

TITLE OF PAPER : **INTRODUCTION TO COMMUNICATION**

COURSE CODE : **DAE113**

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

INSTRUCTIONS : **1. SECTION A IS COMPULSORY.**

2. ANSWER TWO QUESTIONS FROM SECTION B.

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

SECTION A

THIS SECTION IS COMPULSORY

QUESTION 1A

Answer True or False

- a) Effective communication leads to identical perception of meaning.
- b) Empathy is a barrier to communication because it arouses emotions.
- c) Noise is an important factor because it makes communication loud and clear.
- d) The sender of a message is the only active communicator during the process of communication.
- e) Overlapping experience means the sender and receiver must undergo the same experience to be able to communicate.
- f) Non-verbal communication is communication that does not use verbs.
- g) Written communication does not include verbal communication, because it involves sound.
- h) Perception is not a process because it happens only when one listens.
- i) Perception is not a personal experience because all people can perceive.
- j) Crying is part of oral communication because it involves sound.

[20]

QUESTION 1 B

In short paragraphs explain how each of the following factors causes a barrier in communication:

- a) Strong emotion; [5]
- b) Silence; [5]
- c) Stereotyping; [5]
- d) Trying to impress. [5]

SECTION B

two
Answer ~~three~~ questions.

QUESTION 2

Drawing from your experience as a Change Agent, give three clear reasons why you need to consider timing as you dispatch your message. [30]

QUESTION 3

Change Agents normally work away from their own communities. Discuss three factors you have had to deal with as you interact with members of your target audience. [30]

QUESTION 4

In your situation as a change agent, you perform your job as a channel among other roles.

Briefly discuss three characteristics of qualities you need in order to be an effective channel. [30]

QUESTION 5

Give three clear reasons why you need to have an understanding of how communication works in the job you do.

[30]