

UNIVERSITY OF SWAZILAND

FACULTY OF EDUCATION

CERTIFICATE IN ADULT EDUCATION I

FINAL EXAMINATION, DECEMBER 2015

TITLE OF PAPER: INTRODUCTION TO COMMUNICATION

COURSE CODE: AEC117

TIME ALLOWED: TWO (2) HOURS

**INSTRUCTIONS: ANSWER ALL QUESTIONS FROM SECTION A AND THREE (3) QUESTIONS
FROM SECTION B**

WRITE YOUR ANSWERS IN THE ANSWER BOOKLET PROVIDED

**THIS PAPER MUST NOT BE OPENED UNTIL THE INVIGILATOR HAS GRANTED PERMISSION TO
DO SO**

Section A

Instruction: For each question below, write the letter which corresponds to your response

1. People can communicate non-verbally by using all but one of the following:
A. Red-white stick B. black cane C. head ring D. brown flowers
2. In any communication event, the following elements have to be present:
A. Message B. channel C. receiver D. noise E. feedback F. Options (A) – (C)
3. Anglican Church arch-bishop emeritus, DT, has.....
A. Reward power B. charismatic power C. spiritual power D. none of these
4. Charles Osgood's communication model is
A. Egg-shaped B. cyclical C. one-way (linear) D. bi-directional
5. is an important dimension of source credibility
A. Sociability B. character C. extroversion D. competence E. composure
6. Communication is
A. Mutual understanding B. an episode C. a process D. always two-way
7. School teachers have power
A. Coercive B. reward C. legitimate D. expert E. (A), (B) and (D) F. all of these
8. In Wilbur Schramm's communication model, the intersection of the two (2) parties' fields of experience
A. Promotes mutual understanding B. inhibits mutual understand
C. both of these options D. none of these options
9. "The Kingdom of the Government of SD seeks to be a highly-developed country by 2022".
What type of noise might this statement introduce?
A. Technical B. physical C. semantic D. none of these
- 10 The party for whom the message is destined is the
A. Feedback provider B. responder C. actioner D. decoder

Section B

Answer three (3) questions only

Question 1

Discuss three (3) reasons communication is important in the work you do. What forms does this communication take? [4 x 5 = 20 marks]

Question 2

Identify and discuss four (4) divisions of non-verbal communication [4 x 5 = 20 marks]

Question 3

(a) Explain two (2) characteristics of dyadic communication [2 x 5 = 10 marks]

(b) Describe one advantage and one disadvantage of small group communication [2 x 5 = 10]

Question 4

Discuss two (2) source variables and two (2) receiver variables [4 x 5 + 20 marks]

End of Question Paper