

UNIVERSITY OF SWAZILAND

INSTITUTE OF DISTANCE EDUCATION

B. ED (ADULT EDUCATION) YEAR I

FINAL EXAMINATION, DECEMBER 2015

TITLE OF PAPER : HUMAN & ORGANISATIONAL COMMUNICATION 1

COURSE CODE : IDE-BAE 113

TIME ALLOWED : THREE (3) HOURS

INSTRUCTIONS :

- 1. ANSWER THREE (3) QUESTIONS ONLY**
- 2. ANSWER ALL QUESTIONS IN SECTION A**
- 3. ANSWER TWO (2) QUESTIONS IN SECTION B**
- 4. WRITE YOUR ANSWERS ON ANSWER BOOKLET PROVIDED.**

THIS PAPER SHOULD NOT BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR

SECTION A

THIS SECTION IS COMPULSORY

Question 1

- a) Using relevant examples, discuss why people communicate [12 marks]
- b) Explain why feedback is necessary in a two-way communication [6 marks]
- c) Highlight five (5) key questions the sender must consider when choosing a channel [10marks]
- d) Discuss any five (5) myths of communication [10 marks]

TOTAL MARKS [40]

SECTION B

ANSWER TWO (2) QUESTIONS ONLY

Question 1

- a) Discuss any five (5) barriers to communication [10marks]
- b) Discuss why it is a myth that listening is the same as hearing [10 marks]
- c) Explain how you can overcome barriers to effective communication in any adult learning environment [10 marks]

TOTAL MARKS [30]

Question 2

- a) Using relevant examples, discuss why listening is a communication skill [10 marks]
- b) Discuss how you can improve your listening skill [20 marks]

TOTAL MARKS [30]

Question 3

- a) Highlight Five (5) qualities of effective written communication [10 marks]
- b) Tabulate advantages and disadvantages of written and oral communication respectively [20 marks]

TOTAL MARKS [30]

Question 4

- a) Highlight keys thing to consider if you want to be a good public speaker [10 marks]

- b) Explain why audience analysis is important to any adult facilitator [10 marks]
- c) Discuss any five [5] positive ways of handling questions when presenting [10 marks]

TOTAL MARKS [30]

Question 5

- a) Define non-verbal communication [5 marks]
- b) List five (5) types of communication symbols that are classified to be non-verbal [5 marks]
- c) Explain the relationship between culture and non-verbal communication [10marks]
- d) Identify different ways in which space is used as a communication device[10 marks]

TOTAL MARKS [30]

