

**UNIVERSITY OF SWAZILAND**  
**PART-TIME DIPLOMA IN ADULT EDUCATION YEAR 1**  
**MAIN EXAMINATION PAPER – DECEMBER 2016**

**TITLE OF PAPER** : **COMMUNICATION AND HUMAN RELATIONS**

**COURSE CODE** : **AED113**

**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

This Section is compulsory

### QUESTION 1A

#### **Answer True or False**

- a) Written communication does not include verbal communication because it is silent.
- b) A receiver does not participate actively in communication because he does not speak.
- c) The “noise” factor is important in communication because it helps the sender and the receiver to hear each other.
- d) The medium used to send a message has no influence on the success or failure of communication.
- e) Overlapping experience means that the sender and the receiver must undergo the same experience to be able to communicate.
- f) The timing of a message is an irrelevant factor in communication.
- g) Verbal communication is communication that involves the use of verbs only.
- h) The receiver of a message has no influence on the success or failure of communication.
- i) Perception happens in the eye while understanding happens in the mind.
- j) Communication symbols are the signs we use to formulate messages. **20 marks**

### QUESTION 1B

Write a short paragraph on each of the following explaining the role it plays in communication.

- a) feedback; (5)
- b) perception; (5)
- c) communication codes; (5)
- d) Encoding skills. (5)

**20 marks**

## SECTION B

Answer two questions in this Section.

### QUESTION 2

As a Change Agent you have multiple roles in the job you do. In a short paragraph describe the situations in which you are:

- a) A source (10)
- b) A channel (10)
- c) A receiver (10)

**30 marks**

**QUESTION 3**

Choose any three concepts you have studied in communication and explain how each can help you communicate effectively with your target audience. 30 marks

**QUESTION 4**

Write a short paragraph explaining.

- i) Why perception is important for both the sender and the receiver of a message; (10)
  - ii) Why we say we communicate using symbols instead of words; (10)
  - iii) Why “noise” is around and outside the circle of communication. (10)
- 30 marks**

**QUESTION 5**

Discuss the following factors of perception and show how you can use them to enhance understanding between you and your target audience:

- a) contrast; (10)
  - b) motivation; (10)
  - c) past experience. (10)
- 30 marks**

**QUESTION 6**

State three clear reasons why communication is essential in the job you do. 30 marks