UNIVERSITY OF SWAZILAND

PART-TIME DIPLOMA IN ADULT EDUCATION YEAR 1

RE-SIT EXAMINATION PAPER – JULY 2017

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

Answer all questions in this section.

QUESTION 1

For each of the following items write a paragraph explaining

    i)   Why non-verbal communication is more believable than verbal communication.

                        (10)

    ii) How motivation affects perception;   (10)

    iii) How a chain-channel may cause distortion in a message.   (10)

    iv) How feedback helps communication to continue.   (10)

                              40 marks

SECTION B

Answer two questions.

QUESTION 2

Describe three characteristics you would need to have in order to be an effective channel between your organization and its clients.   **30 marks**

QUESTION 3

    i)   For communication to be successful, the participants in the process must use "agreed upon" symbols.

           What does "agreed upon" mean in this situation? Clarify with an example.

                              (10)

    ii)   'The message sent by the source is identical to the message received by the receiver.'

           Explain ҫ the above statement and give <u>two</u> clear reasons for your answer.

                              (20)

                              30 marks

QUESTION 4

Identify any three factors that affect perception and explain how each can be used to enhance mutual understanding in an adult teaching/learning situation.   **30 marks**

QUESTION 5

i)   Drawing from your experience as a facilitator of adult groups, explain the statement "you cannot not communicate". Clarify with an example.   (10 marks)

ii)   Discuss two qualities of each of the following:

- An efficient sender of a message;   (10)
- An effective listener.   (10)

30 marks

QUESTION 6

i)   Words have no meaning but meaning is in the minds of the people who use the words.

Explain the above statement, clarifying your answer with an example.
(10)

ii)   Explain how space may be used to express:
- positive feelings   (10)
- negative feelings   (10)
between interacting individuals.   **30 marks**