

UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION
PART-TIME CERTIFICATE IN ADULT EDUCATION YEAR 1
FINAL EXAMINATION, DECEMBER 2017

TITLE OF PAPER : INTRODUCTION TO COMMUNICATION
COURSE CODE : AEC117
TIME ALLOWED : THREE (3) HOURS
INSTRUCTION : 1. SECTION A IS COMPULSORY
2. ANSWER THREE 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 1

Write short notes on the following terms as used in the communication process

- (a) Perception
- (b) Feedback
- (c) Channel
- (d) Noise

[5 x 4 = 20 marks]

QUESTION 2

Identify and describe four (4) barriers to communication.

[5 x 4 = 20 marks]

SECTION B

ANSWER THREE QUESTIONS FROM THIS SECTION

QUESTION 3

What do you understand by 'non-verbal communication?'

[5 marks]

Identify and explain three (3) kinds of non-verbal communication.

[3 x 5 = 15 marks]

[Total 20 marks]

QUESTION 4

Identify and discuss four (4) types of noise as studied in this course.

[4 x 5 = 20 marks]

QUESTION 5

Identify and explain two (2) advantages and two (2) disadvantages of small group communication. Give examples to support your answer.

[20 marks]

QUESTION 6

- (a) Explain two (2) characteristics of dyadic communication. [10 marks]
(b) Give two advantages and two disadvantages of a dyadic communication. [10 marks]

[Total 20 Marks]