

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR 1
FINAL EXAMINATION PAPER, DECEMBER 2017

- TITLE OF PAPER : HUMAN & ORGANISATIONAL COMMUNICATION 1**
COURSE CODE : IDE-BAE 113
TIME ALLOWED : THREE (3) HOURS
INSTRUCTIONS :
- 1. ANSWER FOUR QUESTIONS ONLY.**
 - 2. ANSWER ALL QUESTIONS IN SECTION A.**
 - 3. ANSWER ONLY THREE QUESTIONS IN SECTION B**
 - 4. ANSWERS SHOULD BE WRITTEN IN THE ANSWER BOOKLETS PROVIDED.**
 - 5. DO NOT WRITE ON THE QUESTION PAPER.**

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

SECTION A

THIS SECTION IS COMPULSORY

Answer all questions in section A

QUESTION 1

- a) Using relevant examples, discuss why people communicate (12 marks)
- b) Explain why it is critical to select a proper channel if you want to communicate effectively with an adult learner (10 marks)
- c) Using examples, discuss any two things that could be noise in an adult learning environment (8 marks)
- d) Define perception and discuss any three factors that can influence our perception(10 marks)

Total marks (40 marks)

SECTION B

ANSWER ANY THREE QUESTIONS

QUESTION 2

- a) Discuss any two communication myths that you should be mindful of in an adult learning environment(10 marks)
- b) Using a relevant example, discuss how stereotyping can create a barrier to communication in an adult learning environment(5 marks)
- c) Explain the difference between listening and hearing (5 marks)

Total marks (20marks)

QUESTION 3

- a) Define verbal communication(5 marks)
- b) Identify any five factors which contribute to clarity of verbal communication(10 marks)
- c) Explain why using appropriate punctuations is key to effective communication(5 marks)

Total Marks (20 marks)

QUESTION 4

- a) Highlight any Five [5] key things to consider if you want to be a good public speaker [10 marks]
- b) Explain why audience analysis is important to any adult facilitator [5 marks]
- c) Discuss any Five [5] positive ways of handling questions when presenting [5 marks]

TOTAL MARKS [20 MARKS]

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 [**5marks**]
- d) Identify different ways in which space is used as a communication device [**5 marks**]

TOTAL MARKS [20 MARKS]