

**UNIVERSITY OF ESWATINI**  
**DEPARTMENT OF ADULT EDUCATION**  
**PART-TIME CERTIFICATE IN ADULT EDUCATION YEAR 1**

**MAIN EXAMINATION, DECEMBER 2018**

**TITLE OF PAPER : INTRODUCTION TO COMMUNICATION**  
**COURSE CODE : AED107**  
**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

Using relevant examples in the work that you do, discuss any five (5) reasons why communication is important in adult education.

[5 x 5 = 25 Marks]

#### QUESTION 2

Write short notes on the following terms used in communication:

- a) Feedback
- b) Channel
- c) Noise
- d) Source credibility
- e) Perception.

[5 x 5 = 25 Marks]

## SECTION B

### ANSWER TWO QUESTIONS IN THIS SECTION

#### QUESTION 3

Identify and explain at least five (5) barriers to effective communication.

[5 x 5 = 25 Marks]

#### QUESTION 4

With examples, describe a:

- (i) One-way flow of communication.
- (ii) Two-way flow of communication.

[25 Marks]

#### QUESTION 5

Identify and discuss three benefits of taking decisions in a group and two disadvantages of taking decisions in a group.

[5 x 5 = 25]