

UNIVERSITY OF ESWATINI
FACULTY OF EDUCATION
DEPARTMENT OF ADULT EDUCATION
MAIN EXAMINATION PAPER, MAY 2019
CERTIFICATE IN ADULT EDUCATION LEVEL 1

TITLE OF PAPER: HUMAN COMMUNICATION.

COURSE CODE: AED 108

TIME ALLOWED: THREE (3) HOURS

INSTRUCTIONS

1. THIS PAPER IS DIVIDED INTO TWO (2) SECTIONS
2. SECTION A CONSISTS OF TWO (2) COMPUSORY
3. SECTION B YOU CHOOSE ANY TWO (2) QUESTIONS

THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR.

SECTION A: ANSWER BOTH QUESTIONS

QUESTION 1

A Change Agent usually comes from outside the community he/she works with. With the aid of examples examine the four (4) cultural dimensions provided by Hofstede that guide how we understand the cultural differences that the Change agent must bear in mind.

(40 marks)

QUESTION 2

With the aid of examples, examine three (3) reasons why listening is an important communication skill.

(10 Marks)

SECTION B: ANSWER ANY TWO (2) QUESTIONS

QUESTION 3

- a) Define intercultural communication.
- b) Discuss any four (4) barriers to intercultural communication. Support your response with clear examples.

(25 marks)

QUESTION 4

Define perception and, with the aid of practical and relevant examples, examine any four (4) factors that influence perception in communication.

(25 marks)

QUESTION 5

- c) Define Non-verbal communication.
- d) Discuss any four (4) characteristics of non-verbal communication. Use relevant real life examples to support your answer.

(25 marks)