

UNIVERSITY OF ESWATINI
FACULTY OF EDUCATION
DEPARTMENT OF ADULT EDUCATION
CERTIFICATE IN ADULT EDUCATION YEAR I
MAIN EXAMINATION PAPER, NOVEMBER, 2019

TITLE OF PAPER: INTRODUCTION TO COMMUNICATION
COURSE CODE: AED 107

TIME ALLOWED: THREE (3) HOURS
INSTRUCTIONS: CHOOSE ANY FOUR (4) QUESTIONS ONLY

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

QUESTION 1

Write a short paragraph on each of the following concepts, explaining the role each plays in communication and support your answer with practical examples:

- a. Source (5 marks)
- b. Encode (5 marks)
- c. Message (5 marks)
- d. Chanel (5 marks)
- e. Decode (5 marks)

[Total marks = 25]

QUESTION 2

Describe the following terms and support your answer with practical examples:

- a. Physical barrier (5 marks)
- b. Physiological barrier (5 marks)
- c. Physiological noise (5 marks)
- d. Psychological barrier (5 marks)
- e. Semantic noise (5 marks)

[Total marks = 25]

QUESTION 3

Describe how the following factors of perception affect communication between the sender and the audience. Use practical examples to support your answer.

- a. Past experience (5 marks)
- b. Cultural background (5 marks)
- c. Selection (5 marks)
- d. Needs (5 marks)
- e. Education (5 marks)

[Total marks = 25]

QUESTION 4

- a. Define verbal and non-verbal communication (2x2 = 4 marks)
- b. Identify **two (2)** merits of verbal communication and two merits of non-verbal communication (4x2 = 8 marks)
- c. Identify **two (2)** demerits of verbal communication and two demerits of non-verbal communication (4x2 = 8 marks)
- d. Discuss how you would apply these two types of communications in your workplace (5 marks)

[Total marks = 25]

QUESTION 5

Respond to the following question in short paragraphs and support your answers with relevant practical examples

- (a) What does the term 'noise' in communication mean? **(5 marks)**
- (b) Discuss the four **(4)** types of 'noise', as studied in this course **(4 x 5 = 20 marks)**
- [Total marks = 25]**