

UNIVERSITY OF SWAZILAND
FACULTY OF EDUCATION
DEPARTMENT OF ADULT EDUCATION
DIPLOMA IN ADULT EDUCATION YEAR I
MAIN EXAMINATION PAPER, NOVEMBER, 2019

TITLE OF PAPER: COMMUNICATION AND HUMAN RELATIONS.

COURSE CODE: AED 123

TIME ALLOWED: THREE (3) HOURS

INSTRUCTIONS: ANSWER ANY FOUR (4) QUESTIONS

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

QUESTION 1

- a. What is the purpose of communication? (1 mark)
- b. State **four (4)** reasons why communication is essential in the job that you do. (4x6=24).
- [Total marks = 25]**

QUESTION 2

1. Define communication (1 mark)
2. From your experience as a facilitator or Change Agent, describe the **four (4)** roles that communication plays in human interaction and give practical example for each role. (4x6=24)
- (25 marks)**

QUESTION 3

Formal channels of communication are a hindrance to quick realisation of organizational goals because they slow down information dissemination. Comment on the above statement giving **four (4)** clear reasons for your answer. **(25 marks)**

QUESTION 4

The sender is the **only** active element in the communication process.

- a) Define the sender in communication (1 mark)
- b) Comment on this statement and support your response with **four (4)** practical examples. (4x6=24 marks)

[Total marks=25]

QUESTION 5

From your experience as an employee/employer, state **five (5)** clear reasons why an organization needs to send information in different directions within itself. **(25 marks)**