

UNIVERSITY OF ESWATINI
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR 1
FINAL EXAMINATION PAPER, NOVEMBER 2019

TITLE OF PAPER : HUMAN & ORGANISATIONAL COMMUNICATION 1
COURSE CODE : IDE-AED 137
TIME ALLOWED : THREE (3) HOURS
INSTRUCTIONS : 1. ANSWER ALL QUESTIONS IN SECTION A.
2. ANSWER ONLY TWO QUESTIONS IN SECTION B.

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

SECTION A

THIS SECTION IS COMPULSORY

QUESTION 1

- a) With six (6) relevant examples, demonstrate how communication is an integral part of everyday life. [12 marks]
- b) Discuss the common experiences that occur between a sender and a receiver in an effective communication process. [6 marks]
- c) Discuss any five (5) questions the sender must consider when choosing a channel. [10 marks]
- d) Discuss any five (5) factors which influence our perception or the way we view our world and situation around us. [10 marks]

[40 MARKS]

SECTION B

ANSWER TWO (2) QUESTIONS ONLY

QUESTION 1

- a) Discuss any five (5) myths and realities of communication. [10 marks]
- b) What is the meaning of communication breakdown? [5 marks]
- c) Identify any five (5) communication barriers that can occur in an adult learning environment. [5 marks]
- d) Explain how you can overcome barriers to effective communication in any adult learning environment. [10 marks]

[30 MARKS]

QUESTION 2

- a) Demonstrate with five (5) examples why listening is an important skill in communication. [10 marks]
- b) Discuss any factors that may affect our emotions and mental constitution in any communication situation. [5 marks]
- c) Discuss five (5) ways in which listening skills can be improved. [10 marks]
- d) Explain what is relational listening. [5 marks]

[30 MARKS]

QUESTION 3

- a) Define verbal communication [5 marks]
- b) Identify any five (5) factors which contribute to clarity of verbal communication. [10 marks]
- c) What is jargon? [5 marks]
- d) Identify any key characteristics of effective written communication. [10 marks]

[30 MARKS]

QUESTION 4

- a) Briefly explain any five (5) aspects to consider in order for you to be a good public speaker. [10 marks]
- b) Discuss any two (2) benefits of audience analysis for an adult facilitator. [10 marks]
- c) Discuss any five (5) positive ways of handling questions when presenting. [10 marks]

[30 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. [10 marks]
- d) Identify five (5) different ways in which space is used as a communication device. [10 marks]

[30 MARKS]