

UNIVERSITY OF ESWATINI
FACULTY OF EDUCATION
DEPARTMENT OF ADULT EDUCATION
MAIN EXAMINATION PAPER, 23 APRIL 2021
DIPLOMA IN ADULT EDUCATION LEVEL 1

TITLE OF PAPER: COMMUNICATION AND HUMAN RELATIONS

COURSE CODE: AED 123

TIME ALLOWED: THREE (3) HOURS

INSTRUCTIONS: ANSWER ANY FOUR (4) QUESTIONS

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

QUESTION 1

Describe the following concepts with real life examples

1. Interpersonal Communication (5 marks)
2. Intrapersonal Communication (5 marks)
3. Mass communication (5 marks)
4. Extrapersonal Communication (5 marks)
5. Small group communication (5 marks)

QUESTION 2

Give five (5) reasons with relevant examples why a Change Agent needs to understand his/her communication style? (25 marks)

QUESTION 3

1. Define a theory in communication (5 marks)
2. Give two (2) reasons supported with relevant examples why we need communication theories. (10 marks)
3. Choose any theory of communication and illustrate with relevant examples the relevance of your theory to your organisation (10 marks)

QUESTION 4

Choose any five (5) principles of oral communication and illustrate how you would apply them to address a group of visually impaired farmers. (25 marks)

QUESTION 5

Using relevant examples, describe at least five (5) characteristics of mass communication in Adult Education (25 marks)