

**UNIVERSITY OF ESWATINI**  
**INSTITUTE OF DISTANCE EDUCATION**  
**BACHELOR OF EDUCATION (ADULT ADUCATION) YEAR I**  
**FINAL EXAMINATION PAPER, APRIL, 2021**

**TITLE OF PAPER : HUMAN & ORGRANISATIONAL COMMUNICATION I**  
**COURSE CODE : AED137**  
**TIME ALLOWED : THREE (3) HOURS**  
**INSTRUCTIONS : 1. ANSWER ALL QUESTIONS IN SECTION A.**  
**2. ANSWER ONLY TWO QUESTIONS IN SECTION B**

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

## SECTION A

**THIS SECTION IS COMPULSORY. ANSWER ALL QUESTIONS IN THIS SECTION**

### QUESTION 1

As a change agent, you have been assigned by the Chief Executive Officer of your organisation to convey an important message to your target audience.

- a) Discuss, giving clear examples, **three** things or questions to be considered when choosing an appropriate channel to dispatch your message. [25 Marks]
- b) With the aid of relevant examples explain how you can minimize the effect of **five** (5) communication barriers.[25 Marks]

[50 Marks]

## SECTION B

**ANSWER ANY TWO (2) QUESTIONS IN THIS SECTION**

### QUESTION 2

With the aid of **three** (3) relevant examples, demonstrate how communication, as a tool for understanding oneself, has helped you to understand yourself better.

[25 Marks]

### QUESTION 3

Describe, giving relevant examples, **three** (3) ways in which you can improve on your listening skills and become a good communicator.

[25 Marks]

### QUESTION 4

- a) Define the concept of non-verbal communication. [5 marks]
- b) With the aid of **three** (3) examples, explain how you can use non-verbal cues to enhance your oral presentation. [20 Marks]

[25 Marks]

**QUESTION 5**

a) Define the term *Perception*. [5 Marks]

b) Describe how any **three** (3) factors can influence people's perceptions. [20 Marks]

**[25 Marks]**