

UNIVERSITY OF ESWATINI
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT ADUCATION) YEAR I
RE-SIT EXAMINATION PAPER, JULY 2021

TITLE OF PAPER : HUMAN & ORGRANISATIONAL COMMUNICATION I
COURSE CODE : AED137
TIME ALLOWED : THREE (3) HOURS
INSTRUCTIONS : 1. SECTION A: COMPULSORY QUESTION
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 QUESTION IS COMPULSORY

QUESTION 1

- a) With the aid of two (2) examples, discuss why communication is considered a process. [10 Marks]
- b) With the aid of two (2) examples, demonstrate why internal feedback is important in a communication encounter. [10 Marks]
- c) With relevant examples, discuss any two (2) advantages of written communication. [10 Marks]
- d) Describe two (2) ways in which *paralanguage* can either reinforce or undermine the verbal message. [10 Marks]

[40 Marks]

SECTION B

ANSWER TWO QUESTIONS FROM THIS SECTION

QUESTION 2

- (a) Using two (2) examples, demonstrate how listening is different from hearing. [10 Marks]
- (b) Discuss what goes on in each of the five stages of the actual listening process. [20 Marks]

[30 Marks]

QUESTION 3

- (a) Discuss two (2) benefits of good communication between a learner and the facilitators. [10 Marks]
- (b) Explain, giving two (2) relevant examples, how audience analysis can benefit an adult educator. [10 Marks]
- (c) Describe with relevant examples two (2) factors that can contribute to effective written communication [10 Marks]

[30 Marks]

QUESTION 4

Discuss, using five (5) examples, the functions played by the **sender** and the **receiver** in a communication.

[30 Marks]

QUESTION 5

Discuss the usefulness of using the following (i) *body language (kinesics)*, (ii) *object language (clothes)* and (ii) *time* in addressing a group of farmers in a drought stricken Lubombo region.

[30 Marks]