



1ST SEM. 2004/2005

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UNIVERSITY OF SWAZILAND

FINAL EXAMINATION PAPER

**PROGRAMME : DIPLOMA IN HOME ECONOMICS &
HOME ECONOMICS EDUCATION
YEAR III**

COURSE CODE : FRHD 301

TITLE OF PAPER : CONSUMER EDUCATION

TIME ALLOWED : TWO (2) HOURS

**INSTRUCTIONS : ANSWER QUESTION ONE (1)
AND ANY OTHER (2) QUESTIONS**

**DO NOT OPEN THIS PAPER UNTIL PERMISSION HAS BEEN
GRANTED BY THE CHIEF INVIGILATOR**

QUESTION 1

- a) Write down the meaning of the following terms:

Consumer
 Consumer Education
 Educated Consumer
 Consumer Goods
 Consumer Services
 Money Management

(2*6=12)

- b) List and explain five(5) factors that influence consumer buying in your area.

(5*4=20)

- c) How the resources for a social group are converted into the wealth and services which as a consumer people can use.

(5)

- d) Explain the concept of warranty and guarantee

(3)

{ Total marks=40 }

QUESTION 2

- a) With the help of diagram explain the model of consumer behaviour.

(20)

- b) Describe the factors that control the prices paid by the consumer for the goods and services he or she desires.

(10)

{Total marks=30}

QUESTION 3

- a) What are the advantages and disadvantages of buying goods and services in cash

on credit

(10)

- b) How consumer responsibilities are related to consumer right?

(10)

- c) What is SABS mark? Explain different types of SABS marks found in Swaziland market.

(10)

{ Total marks=30 }

QUESTION 4

- a) Write short notes on the following:

Overdraft

(2)

Kinds of loan

(6)

Saving accounts

(2)

Types of consumer

(5)

Problems of the consumer

(5)

Five (5) reasons of budgeting ^{for} family

(5)

Inflation

(5)

{Total marks=30}