



**SUPPLEMENTAY 2004/2005**

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**UNIVERSITY OF SWAZILAND**  
**SUPPLEMENTARY EXAMINATION PAPER**

**PROGRAMME: DIPLOMA IN HOME ECONOMICS  
EDUCATION YEAR II**

**COURSE CODE: HEE 202**

**TITLE OF PAPER: EDEUCATION COMMUNICATION  
AND TECHNOLOGY**

**TIME ALLOWED: TWO 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****COMPULSORY**

- (a) Effective messages should have AIDA qualities.  
Explain. [10 Marks]
- (b) Identify and explain the six (6) operations of  
communication [18 Marks]
- (c) Identify the eight (8) components of an effective  
communication. [12 Marks]

**[TOTAL MARKS =40]****QUESTION 2**

- (a) Identify and explain the three (3) problems that are  
solved by communicators in any interaction event. [18 Marks]
- (b) Describe what is meant by learning by listening. [12 Marks]

**[TOTAL MARKS = 30]****QUESTION 3**

- (a) Explain why verbal illustrations must observe the  
principle of proceeding from the known to the unknown.  
Give an example. [10 Marks]

- (b) Following the explanation in (a) above, describe how illustrations are to be arranged for effective presentation of information. [20 Marks]

[TOTAL MARKS = 30]

**QUESTION 4**

- (a) Identify and explain the two (2) most important motivation questions that teachers should ask. [10 Marks]
- (b) Explain what is meant by the number of varied roles of teachers in the communication activities. [20 Marks]

[TOTAL MARKS = 30]