



# The Role of Outcomes in Learning Communication Skills: A Quantitative Investigation of Learners at the University of Johannesburg, RSA

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## Abstract

This paper explores the role played by outcomes in the effective teaching and learning of the subject Communication Skills. Communication Skills is offered as a service subject to learners at various institutions of higher learning.

Although learners generally benefit from learning Communication Skills, the researcher has found that a considerable number of learners doing the subject, do not exude the envisaged enthusiasm and dedication when they are still doing the subject. Research was, then, conducted to investigate the link between the clarification of outcomes (or lack of it) by educators and the learners' enthusiasm in the subject Communication Skills.

A quantitative research approach was used, in which questionnaires were distributed to 156 learners registered for the Subject Communication Skills during the 2004 academic year at the University of Johannesburg.

The results reveal that outcomes play a crucial role in arousing enthusiasm and motivation in learners.

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## About the Author

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