

**UNIVERSITY OF SWAZILAND**  
**FACULTY OF COMMERCE**  
**DEPARTMENT OF BUSINESS ADMINISTRATION**

**SUPPLEMENTARY EXAMINATION 2018**

**FULL-TIME AND I.D.E.**

**TITLE OF PAPER : BUSINESS COMMUNICATION**  
**COURSE : BUS202/BA212/BA312**  
**DEGREE AND YEAR : BCOM2/BCOM3**  
**TIME ALLOWED : THREE (3) HOURS**

**INSTRUCTIONS:**

- 1. THIS PAPER CONSISTS OF SECTIONS (A) AND (B)**
- 2. SECTION (A) IS COMPULSORY**
- 3. ANSWER ANY THREE (3) QUESTIONS FROM SECTION B**

**NOTE: MARKS WILL BE AWARDED FOR GOOD  
COMMUNICATION IN ENGLISH AND FOR ORDERLY  
PRESENTATION**

**THIS EXAMINATION PAPER SHOULD NOT BE OPENED UNTIL INVIGILATOR  
HAS GRANTED PERMISSION**

**SECTION A [COMPULSORY]**

**Consider the following items that reflect the agenda of a meeting.**

Venue: Conference Room 3

Adjournment

Call to Order

Treasurer's Reports

- A. Treasurer's Report on Cost Overruns
- B. Treasurer's Report on Quarterly Revenues and Expenses

New Business

- A. Discussion of Cost Overrun Issues
- B. Discussion of Additional Quarterly Budget Issues
- C. Presentation of Divisional Budget

Budget Committee Meeting

Apologies

Announcements

**AGENDA**

Approval of Minutes from Previous Meeting

December 12, 2013

Time 9:30 a.m.

**QUESTION 1**

- a) Reorder the above items to reflect the agenda of a meeting. **(20 MARKS)**
- b) Describe the duties of the chairperson before, during and after the meeting. **(20 MARKS)**

**SECTION B**

**ANSWER ANY THREE (3) QUESTIONS FROM THIS SECTION**

## QUESTION 2

Describe with examples, the different types of communication in the organization, explaining why each is important. **(20 MARKS)**

## QUESTION 3

- a) Discuss with examples, the negative cultural attitudes that exist in intercultural communication. **(10 MARKS)**
- b) Explain how cultural pluralism can help curb such attitudes. **(10 MARKS)**

## QUESTION 4

Discuss with examples the following elements of body language: **(20 MARKS)**

- a) Posture
- b) Paralanguage
- c) Chronemics
- d) Kinesics

## QUESTION 5

Write a short report to Sozinyama describing the three methods for organizing a résumé along with the advantages and disadvantages of each one. **(20 MARKS)**