

Course Code DAE 114 2010

UNIVERSITY OF SWAZILAND

DEPARTMENT OF ADULT EDUCATION

PART-TIME DIPLOMA IN ADULT EDUCATION YEAR I

SEMESTER TWO SUPPLEMENTARY EXAMINATION, JULY 2010

- TITLE OF PAPER** : **ORGANIZATIONAL COMMUNICATION AND HUMAN RELATIONS**
- COURSE CODE** : **DAE 114**
- TIME ALLOWED** : **THREE (3) HOURS**
- INSTRUCTIONS** : **1. ANSWER ALL QUESTIONS IN SECTION A.**  
**2. ANSWER THREE QUESTIONS IN SECTION B.**

**THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR.**



**QUESTION 4**

- (a) Why do you think it would be advantageous for you as a facilitator to be aware of the development stage your group has reached at any given time? [10 marks]
- (b) Explain why it would be an advantage or a disadvantage to give a group a challenging task while it is still at its norming stage. State two reasons for your answer. [20 marks]

**QUESTION 5**

- (a) Explain what is meant by:
- i. functional roles in a group; [5 marks]
  - ii. dysfunctional roles in a group. [5 marks]
- (b) Name and discuss
- i. two functional roles;
  - ii. two dysfunctional roles.

Explain clearly why the roles you mention are functional or dysfunctional. [20 marks]