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UNIVERSITY OF SWAZILAND

DEPARTMENT OF ADULT EDUCATION

PART-TIME DIPLOMA IN ADULT EDUCATION YEAR I

SUPPLEMENTARY EXAMINATION PAPER - JULY, 2011

TITLE OF PAPER : PROFESSIONAL ENGLISH

COURSE CODE : DAE 113

TIME ALLOWED : THREE (3) HOURS

INSTRUCTIONS : 1. ANSWER THREE QUESTIONS.

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ANSWER THREE QUESTIONS

Question 1

Explain

- i) The process of communication (10 marks)
- ii) Perception (10 marks)
- iii) Verbal communication (5 marks)
- iv) Oral Communication (5 marks)

Question 2

Explain why the words we use when interacting with one another can never be interpreted in exactly the same way. Give two possible reasons for your answer.

(30 marks)

Question 3

- i) Explain the difference between inference and observation. (10 marks)
- ii) State two qualities you think a change agent must have and give a reason for each.

(20 marks)

Question 4

State three reasons why you have found it necessary to study communication. (30 marks)

Question 5

Give three reasons why a change agent needs to be aware of the stages of development his/her target group goes through. (30 marks)

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**UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION**

PART-TIME DIPLOMA IN ADULT EDUCATION YEAR 1

FINAL EXAMINATION PAPER, MAY, 2011

**TITLE OF PAPER : ORGANIZATIONAL COMMUNICATION
AND HUMAN RELATIONS**

COURSE CODE : DAE 114

TIME ALLOWED : TWO (3) HOURS

**INSTRUCTIONS : 1 ANSWER ALL QUESTIONS FROM
SECTION A.**

**2. ANSWER TWO QUESTIONS
FROM SECTION B.**

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SECTION A
THIS SECTION IS COMPULSORY

QUESTION 1

Read the case study below and answer the following questions.

The Printer's Problem

A publishing company has hired a number of printers. Each of them is responsible for a particular printing machine.

It is towards the end of the year and, therefore, the company's busiest time as they want to replenish their stock of school books to meet the demand at the beginning of the New Year when schools re-open. For the past three weeks, Mr. Ndlebe, one of the printers has been having problems with his machine. As a result the machine has not been performing at its usual capacity.

Ndlebe has been to the chief technician several times asking him to come and check the machine. The answer has always been, "Be careful and do the best you can. I'll come as soon as I finish installing all the machinery at the new plant. You know that we must have the plant operating by beginning of the New Year. I'll be with you as soon as I can."

Today the machine has completely broken down and Ndlebe goes to report to Mr. Mlenze, the printing shop supervisor.

Ndlebe : I've not been able to do any work today. The stupid machine has stalled and since this morning I've been running around chasing technicians.

Mlenze : Do you realize what time it is now?

Ndlebe : Yes, it's eleven o'clock.

Mlenze : Are you telling me that you haven't done any work since we came in at seven o'clock this morning?

(Ndlebe stands there without answering. He is obviously unable to take any more of this tongue-lashing. After a few moments he answers)

Ndlebe : Does anyone ever listen in this place? You report a problem before it gets worse, you're told there are much more important things to be done. Your machine breaks down and you're told you're loafing. What the hell is one supposed to do?

He storms out of Mlenze's office and slams the door behind him.

- a) Identify two factors that have contributed to this communication breakdown. Explain clearly how each factor has affected the communication. [10 marks]
- b) What did Ndlebe do wrong? What should he have done? [10 marks]
- c) What did Mlenze do wrong? What should he have done? [10 marks]
- d) What did the chief technician do wrong? What should he have done [10 marks]

SECTION B

ANSWER TWO QUESTIONS FROM THIS SECTION

QUESTION 2

- i) Why is it necessary for an organization to make its goals and objectives known to its employees? Explain clearly. [10 marks]
- ii) How does the chain of command influence the flow of communication in an organization? [20 marks]

QUESTION 3

- i) Explain why it is said that communication along the diagonal route mainly depends on the relationship between the individuals involved. **[10 marks]**
- ii) State and explain two disadvantages of formal communication in organizations. **[10 marks]**
- iii) State two ways in which rumour can be advantageous to an organization. Explain your answer clearly. **[10 marks]**

QUESTION 4

- a) Explain the difference between
 - i) a group and a crowd. **[5 marks]**
 - ii) intra-group conflict and inter-group conflict. **[5 marks]**
 - iii) vertical direction and horizontal direction **[5 marks]**
 - iv) an assigned (formal) role in a group and an informal (unassigned) role. **[5 marks]**
- b) State two reasons why it is important for a group leader to be aware of the different skills that members of his/her group have. **[10 marks]**

QUESTION 5

From your understanding of your roles and responsibilities as a Change Agent, state.

- a) three reasons why it is beneficial to you to study Group Dynamics. **[15 mark]**
- b) three reasons why it is advantageous for you to study Organizational Communication. **[15 marks]**