

**UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION**

PART-TIME DIPLOMA IN ADULT EDUCATION YEAR 1

SUPPLEMENTARY EXAMINATION PAPER, JULY, 2011

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

COURSE CODE : DAE 114

TIME ALLOWED : THREE (3) HOURS

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

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

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

SECTION A
THIS SECTION IS COMPULSORY

QUESTION 1

Explain the following:

- i) formal communication [5 marks]
- ii) informal communication [5 marks]
- iii) grapevine [5 marks]
- iv) group dynamics [5 marks]
- v) group stages (phases) [5 marks]
- vi) functional group roles [5 marks]
- vii) dysfunctional group roles [5 marks]
- viii) under- communication [5 marks]
- ix) over – communication [5 marks]
- x) change agent [5 marks]

SECTION B
ANSWER TWO QUESTIONS IN THIS SECTION

QUESTION 2

Explain briefly how each of the five components of interpersonal communication (self-concept, self-disclosure, listening, clarity of expression, coping with anger) affects interpersonal communication. [25 marks]

QUESTION 3

- i) Why is listening considered to be a communication skill? Explain clearly. [5 marks]
- ii) Explain clearly how each of the following factors affects clarity of expression:
 - spelling
 - punctuation

Clarify your answers with examples. [20 marks]

QUESTION 4

- i) Why is it important for members of a group to have a common understanding of their goal? **[5 marks]**
- ii) A group leader needs to be aware of the developmental stage that the group has reached at any given time. Give two reasons why this is important. **[20 marks]**

QUESTION 5

- a) Informal organizational communication has both advantageous and disadvantageous effects on an organization.
Discuss the following:
- i) Advantage: People feel free to speak their mind.
ii) Disadvantage: Does not provide a firm basis for action.
State a clear reason for each. **[20 marks]**
- b) Explain briefly why the study of organizational communication is relevant to you as a Change Agent. **[5 marks]**