

**UNIVERSITY OF SWAZILAND**  
**DEPARTMENT OF ADULT EDUCATION**  
**PART-TIME DIPLOMA IN ADULT EDUCATION YEAR I**  
**SUPPLEMENTARY EXAMINATION PAPER, JULY 2012**

- 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 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**

Briefly explain why

- i) audibility is a positive factor in self-expression.
- ii) it is not advisable to assign challenging tasks during the storming stage of group development.
- iii) interpersonal communication is a major factor in human relations.
- iv) the effectiveness of the diagonal route of communication is mainly dependent on the relationship between the individuals involved. [40 MARKS]

**SECTION B**

**Answer two Questions**

**QUESTION 2**

- i) What is the main function of communication in an organization?
- ii) Why must employees understand the chain of command in their organisations?
- iii) What is the significance of goals and objectives in an organization?

[30 MARKS]

**QUESTION 3**

Give three clear reasons why it is advantageous for you as a Change Agent to be aware of the group dynamics of your target audience. [30 MARKS]

**QUESTION 4**

As a Change Agent, you have multiple roles in your group.

Describe your role as a

- planner;
- participant;
- an observer.

[30 MARKS]

**QUESTION 5**

Drawing from your experience as a group facilitator, give three reasons that may cause a group to adjourn.

Clarify with examples.

[30 MARKS]