

UNIVERSITY OF SWAZILAND
PART-TIME CERTIFICATE IN ADULT EDUCATION YEAR I
FINAL EXAMINATION PAPER, MAY 2013

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 IN SECTION B.

**DO NOT OPEN THIS PAPER UNTIL THE INVIGILATOR HAS GRANTED
PERMISSION.**

SECTION A

Answer all questions in this Section.

QUESTION 1

Use short paragraphs to explain the following statements:

- a) Interpersonal communication influences the relationship that develops between individuals. (10 marks)
- b) To provide effective feedback, learn to listen to both the explicit and the implicit message. (10 marks)
- c) An organization is a system with different parts that are interrelated and interdependent. (10 marks)
- d) The grapevine is an indication of dysfunctional communication channels in an organization. (10 marks)

SECTION B

Answer TWO questions from this section.

QUESTION 2

Choose any three components of interpersonal communication and explain how each can help you to build positive relationships with the people you work with. (30 marks)

QUESTION 3

From your experience as an employee/employer, state three clear reasons why an organization needs to send information in different directions within itself. (30 marks)

QUESTION 4

Formal channels of communication are a hindrance to quick realisation of organizational goals because they slow down information dissemination.

Comment on the above statement giving three clear reasons for your answer. (30 marks)

QUESTION 5

- i) One of the characteristics of a group is that its members influence one another.

Discuss two ways in which you as a facilitator could use this characteristic to move your group towards its goal. (10 marks)

- ii) Give two clear reasons why group-think is viewed negatively even though members of a group are encouraged to co-operate with one another.
(20 marks)

QUESTION 6

State three clear reasons why you think the study of group dynamics is beneficial to you as a Change Agent.
(30 marks)