

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

This section is compulsory.

### **QUESTION 1**

- i) Explain why the Blind Spot in the Johari Window is called the blind spot. (10)
- ii) Why is listening said to be a psychological process? (10)
- iii) Explain why communication is referred to as the life line of an organization. (10)
- iv) Explain how cohesiveness can be a hindrance to the success of a group. (10)

## **SECTION B**

Answer TWO questions only.

### **QUESTION 2**

Organisations in which the grapevine thrives are more successful because information circulates faster.

Comment on the above statement giving three reasons to support your answer. (30 marks)

### **QUESTION 3**

How can you, as a Change Agent and a “significant other” to your target group, influence their self-concept in a positive way?

State three ways in which you can achieve this. (30 marks)

### **QUESTION 4**

Explain how you as a Change Agent can use each of the following components of interpersonal communication to enhance understanding between you and your target group:

- a) Listening
- b) Clarity of expression
- c) Self-disclosure (30 marks)

**QUESTION 5**

Is there any positive contribution that informal roles make in a group? Discuss three such roles and state how they contribute to the group. (30 marks)

**QUESTION 6**

State three reasons why it is important for any group to go through the norming stage during its development. (30 marks)

✓  
10/04/2013  
18/04/2013