

**UNIVERSITY OF SWAZILAND**  
**FACULTY OF EDUCATION**  
**DEPARTMENT OF ADULT EDUCATION**  
**DIPLOMA IN ADULT EDUCATION YEAR I**

**SUPPLEMENTARY EXAMINATION PAPER, JULY 2014**

- 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.**

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

## **SECTION A**

**This Section is compulsory**

### **QUESTION 1**

Mention and explain the four directions or routes of communication found in organizations.

State clearly the role each route plays within the organization. (40 marks)

## **SECTION B**

**Answer two questions from this section**

### **QUESTION 2**

Generally the grapevine is viewed as a negative factor in organizational communication.

Comment on this view and give three clear reasons for your answer, whether you agree or disagree with this view. (30 marks)

### **QUESTION 3**

A. One of the principles of organizational communication is, "Communicate for today as well as for tomorrow".

In your view, what is the significance of this statement? (10 marks)

B. Why is it important to "consider the setting in which communication is taking place"? State two reasons. (20 marks)

### **QUESTION 4**

i) What is group dynamics? (5 marks)

ii) How does interpersonal communication work in a group setting? (5 marks)

iii) Why do you think you, as a change agent, need to understand group dynamics? Give two reasons. (20 marks)

### **QUESTION 5**

State three ways in which the study of how groups behave and interact (group dynamics) has helped you in your job as a Change Agent. (20 marks)