

**UNIVERSITY OF SWAZILAND**  
**PART TIME DIPLOMA IN ADULT EDUCATION YEAR I**  
**FINAL EXAMINATION PAPER, MAY 2015**

**TITLE OF PAPER:** ORGANIZATIONAL COMMUNICATION AND HUMAN RELATIONS  
**COURSE CODE:** DAE114  
**TIME ALLOWED:** THREE (3) HOURS

- INSTRUCTIONS:**
1. ANSWER ALL QUESTIONS IN SECTION A.
  2. ANSWER TWO QUESTIONS IN SECTION B.

**THIS PAPER MUST NOT BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR**

## SECTION A

**This section is compulsory**

### QUESTION 1

Explain the following :

- i) Group dynamics; (10 Marks)
- ii) Dysfunctional roles; (10 Marks)
- iii) Informal communication; (10 Marks)
- iv) The Johari Window (10 Marks)

## SECTION B

**Answer two questions from this section**

### QUESTION 2

For each of the following components of interpersonal communication explain how it can enhance your performance as an adult facilitator/educator:

- i) Self-disclosure; (10 Marks)
- ii) Listening; (10 Marks)
- iii) Self-concept. (10 Marks)

### QUESTION 3

Write an essay giving three clear reasons why you find the study of Group Dynamics relevant to your work as a change Agent. (30 Marks)

### QUESTION 4

Explain how each of the following characteristics of a group help to keep it intact:

- a) loyalty of group members; (10 Marks)
- b) group norms and standards; (10 Marks)
- c) recognized leadership (10 Marks)

**QUESTION 5**

The ability to cope with anger is an essential life skill.

State and discuss three ways you can use to cope with anger. In each case state the reason why the way you have mentioned is effective. (30 Marks)