

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

Answer all questions in this section

QUESTION 1A

- i) What is information overload? Give an example. (5 Marks)
- ii) State two major problems that may arise in an organization as a result of information overload. Clarify with examples (20 Marks)

QUESTION 1B

Explain and give examples of

- i) task performance roles; (5 Marks)
- ii) group maintenance roles: (5 Marks)
- iii) group think (5 Marks)

SECTION B

Answer two questions from this section

QUESTION 2

Why are the following considered to be interpersonal skills? Explain clearly how each enhances interpersonal relations.

- i) listening; (10 Marks)
- ii) clarity of expression (10 Marks)
- iii) coping with anger (10 Marks)

QUESTION 3

State three reasons why it is not advisable to assign a group a challenging task while it (group) is still at the norming stage. (30 Marks)

QUESTION 4

There are two main types of communication in organizations, written and spoken.

Think of your own target group/organization and give three reasons why written communication has an important role to play in its operation. (30 Marks)

QUESTION 5

From your experience as a facilitator or change agent, state three clear roles that communication plays in human interaction. (30 Marks)