

UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION
PART-TIME DIPLOMA IN ADULT EDUCATION YEAR I
FINAL EXAMINATION PAPER, MAY 2016

TITLE OF PAPER: **ORGANIZATIONAL COMMUNICATION AND HUMAN RELATIONS**

COURSE CODE: **AED114**

TIME ALLOWED: **THREE (3) HOURS**

INSTRUCTIONS: 1. **ANSWER QUESTION ONE 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

Answer all questions in this section.

QUESTION 1

Write short paragraphs to explain the following statements:

- a) Communication is the life line of an organization. (5)
- b) In order to provide effective feedback one must listen to both the implicit and explicit message. (5)
- c) Listening is a psychological process. (5)
- d) An organization is a system with different parts that are inter-related and inter-dependent. (5)
- e) Cohesiveness can be a hindrance to the success of a group. (5)
- f) Self-disclosure can be risky to the disclosing individual. (5)
- g) The grapevine is an indication of dysfunctional communication channels in an organization. (5)
- h) Interpersonal communication influences the relationship that develops between individuals. (5)
- i) Members of a group do influence one another. (5)
- j) Members of a group are collectively responsible for the image of the group. (5)

SECTION B

Answer two questions in this Section

QUESTION 2

- A. Organizations in which the grapevine thrives are more successful because information circulates faster.

Comment on the above statement giving three reasons to support your answer. (15)

- B. State two reasons why it is important for any group to go through the norming stage. (10)

QUESTION 3

Briefly explain how each of the following contributes to Clarity and Expression:

- i) Audibility; (5)
- ii) Spelling; (5)
- iii) Punctuation; (5)
- iv) Pronunciation; (5)
- v) Vocabulary. (5)

QUESTION 4

Briefly explain why the following considerations are important when handling an emotional interpersonal situation:

- i) Find a suitable time to discuss the matter; (5)
- ii) Include only the affected people in the discussion; (5)
- iii) Describe the offending action rather than confront the person responsible; (5)
- iv) Use clear and unambiguous words; (5)
- iv) Avoid emotional language. (5)

QUESTION 5

Is there any positive contribution that informal (unassigned) roles make in a group? Mention five ways in which they contribute positively to the group. (25)

QUESTION 6

Briefly explain how you think each of the following components of interpersonal communication can enhance the relationship between you as a Change Agent and your target group.

- i) Listening (5)
- ii) Self-concept (5)
- iii) Self-disclosure (5)
- iv) Group image (identity) (5)
- v) Perceived benefits. (5)