

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
B. ED (ADULT EDUCATION) YEAR I
FINAL EXAMINATION, MAY 2016

TITLE OF PAPER : HUMAN & ORGANISATIONAL COMMUNICATION II

COURSE CODE : IDE-BAE 117

TIME ALLOWED : THREE (3) HOURS

INSTRUCTIONS :

- 1. ANSWER THREE (3) QUESTIONS ONLY**
- 2. ANSWER ALL QUESTIONS IN SECTION A**
- 3. ANSWER TWO (2) QUESTIONS IN SECTION B**
- 4. WRITE YOUR ANSWERS ON BOOKLET PROVIDED**
- 5. DO NOT WRITE ON THE QUESTION PAPER.**

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

SECTION A

This section is compulsory. Answer all questions.

Question 1

- a) Describe an open system theory of management [5 Marks]
- b) Identify and describe two (2) broad categories of environmental forces that affect organisational operations [10 Marks]
- c) Using examples, describe how downward communication in an organisation occurs [5 Marks]
- d) Discuss advantages of grapevine [5 Marks]
- e) Explain why upward communication is often difficult in any organisation [10 Marks]
- f) What is the function of an informational report in an organisation? [5 Marks]

Total marks: 40

SECTION B

Answer two (2) questions only

Question 2

- a) Define a closed system of management [2 Marks]
- b) Define and describe organisational climate how it impacts on overall performance of individuals in an organisation [10 Marks]
- c) Highlight four (4) basic functions of organisational culture [8 Marks]
- d) Discuss any five (5) elements of organisational culture [10 Marks]

Total marks: 30

Question 3

- a) Describe six (6) variables of communication [12 Marks]
- b) What is the purpose of horizontal communication? [6 Marks]
- c) Identify and discuss any six (6) distinct roles played by members of an organisational network [12 Marks]

Total marks: 30

Question 4

- a) What is a memorandum? [5 Marks]
- b) What is the unique function of a memorandum in an organisation? [8 Marks]
- c) Why is planning essential when writing a memorandum? [4 Marks]
- d) Write a memo to your subordinates informing them that the company will be celebrating 20 years since establishment [8 marks]
- e) Highlight key things that should be in a memorandum [5 Marks]

Total marks: 30

Question 5

- a) What is the key function and features of a letter-head? [10 Marks]
- b) Highlight eight (8) key elements of a business letter and justify its importance [16 Marks]
- c) Describe a full-block format for writing a letter [4 Marks]

Total marks: 30