

UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION
PART-TIME DIPLOMA IN ADULT EDUCATION YEAR I
FINAL EXAMINATION PAPER, MAY 2017

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

COURSE CODE: **AED114**

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

Answer all questions in this section.

QUESTION 1

Write short paragraphs to answer the following:

- i) Interpersonal communication is basically an interaction of the Johari Windows of the two individuals involved. Explain. (10)
- ii) Why is listening said to be a communication skill? (10)
- iii) Explain why the ability to cope with anger is a component of interpersonal communication. (10)
- iv) "Communication is a management activity."
What does the statement mean? (10)
- v) What is a group maintenance role? (10)

SECTION B

Answer two questions from this Section

QUESTION 2

- i) What is informal communication in organizations? (5)
- ii) State two ways in which informal communication contributes positively in organizations. (10)
- iii) What do you think would happen in an organization if the horizontal channel of communication was blocked? (10)

QUESTION 3

Explain

- i) how member roles define the character of any group. (5)
- ii) why the norming stage is essential for the progress of a group. (5)
- iii) why it is not possible to prescribe the duration of growth from infancy to maturity of a group. (5)

- iv) the difference between group maintenance and task performance roles. (5)
- v) the role played by self-disclosure in interpersonal relationships. (5)

QUESTION 4

- i) What do you understand by Group Dynamics? (5)
- ii) Write an essay giving two examples from your experience as a leader or member of a group showing how group dynamics have produced positive results for your group. (20)

QUESTION 5

- i) State three reasons why a Change Agent needs to understand how interpersonal communication works. (15)
- ii) Do you think the study of organizational communication is relevant to you as a Change Agent? Give two reasons. (10)