

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (Adult Education) YEAR 1
FINAL EXAMINATION MAY 2017

TITLE OF PAPER: HUMAN AND ORGANISATIONAL COMMUNICATION 11

COURSE CODE : IDE-BAE117

TIME ALLOWED : THREE (3) HOURS

INSTRUCTIONS : 1. ANSWER FOUR (4) QUESTIONS ONLY
: 2. ANSWER ALL QUESTIONS IN SECTION A
: 3. ANSWER THREE (3) 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.

Question 1

- a) Describe the system theory of management that governs the operation of your organisation, highlighting the environmental interface that affects your organisational performance and effectiveness. [40 Marks]

Section B

Answer three (3) questions only

Question 2

- a) Using an example describe a closed system theory of management [5 Marks]
- b) Discuss how an environment of an organisation of your choice affects organisational design and show how organisational structure can fit within the environment. [25 Marks]

Total Marks: 30

Question 3

- a) 'Customer is king'. Discuss. [10 Marks]
- b) Describe any five (5) differences between organic and mechanic structure. [10 Marks]
- c) Examine any five (5) of the seven deadly diseases of organisational effectiveness as highlighted by Deming, W. Edward (1986) [10 Marks]

Total Marks: 30

Question 4

- a) Discuss the seven (7) elements of organisational culture. [14 Marks]
- b) Explain how an unstable socio-political environment can affect operations of an organisation. [10 Marks]
- c) Give one example of the following cultural elements in your organisation.
1. Symbols
 2. Rituals
 3. Core values
 4. Legends
 5. Language
 6. Patterns of Behaviour

[6 Marks]

Total Marks: 30

Question 5

- a) Explain why it is important for a manager to have good communication skills [10 Marks]
- b) Discuss problems of upward communication. [5 Marks]
- c) Examine the advantages of grapevine in any organisation. [5 Marks]
- d) Discuss any five (5) distinct roles played by members of an organisation network. [10 Marks]

Total Marks: 30