

UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION
PART-TIME DIPLOMA IN ADULT EDUCATION YEAR 1

FINAL EXAMINATION PAPER, MAY 2018

- TITLE OF PAPER : ORGANIZATIONAL & HUMAN COMMUNICATION
COURSE CODE : AED114
TIME ALLOWED : THREE (3) HOURS
INSTRUCTION : 1. SECTION A IS COMPULSORY
2. ANSWER TWO QUESTIONS IN SECTION B

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BY THE INVIGILATOR

SECTION A

ANSWER ALL QUESTIONS FROM THIS SECTION

QUESTION 1

Explain the following:

- | | |
|------------------------------|-----------|
| i) significant others. | [5 marks] |
| ii) formal communication. | [5 marks] |
| iii) informal communication. | [5 marks] |
| iv) group dynamics. | [5 marks] |
| v) group development. | [5 marks] |
| vi) functional roles. | [5 marks] |
| vii) dysfunctional roles. | [5 marks] |
| viii) group cohesion. | [5 marks] |

[TOTAL = 40 MARKS]

QUESTION 2

- (a) Using the Johari Window Model of self-disclosure, describe the:
- | | |
|------------------|-----------|
| (i) Arena. | [5 marks] |
| (ii) Blind spot. | [5 marks] |
- (b) Briefly explain two (2) reasons why people self-disclose. [5 x 2 = 10 marks]

[TOTAL = 20 MARKS]

SECTION B

ANSWER TWO QUESTIONS IN THIS SECTION

QUESTION 3

- (a) What do you understand by 'grapevine?' [5 Marks]
- (b) Discuss how management in an organisation can positively use grapevine. [15 Marks]

[TOTAL = 20]

QUESTION 4

Explain briefly how each of the following components of interpersonal communication affects interpersonal communication:

- i) self-concept. [5 marks]
- ii) self-disclosure. [5 marks]
- iii) listening. [5 marks]
- iv) coping with anger. [5 marks]

[TOTAL = 20 MARKS]

QUESTION 5

State four reasons why it is important for any group to go through the norming stage during its development. Support your answer with relevant examples.

[20 Marks]