

UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION
PART-TIME DIPLOMA IN ADULT EDUCATION YEAR 1
SUPPLEMENTARY EXAMINATION PAPER, JULY 2018

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

THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GRANTED
BY THE INVIGILATOR

SECTION A

ANSWER ALL QUESTIONS FROM THIS SECTION

QUESTION 1

Using relevant examples, describe:

- i) functional roles of a group. [10 Marks]
- ii) dysfunctional roles of a group. [10 Marks]
- iii) How are these roles different from the formal roles of a group? [10 Marks]

QUESTION 2

Write short notes on:

- i) group cohesion and climate. [10 Marks]
- ii) differences between hearing and listening. [10 Marks]

SECTION B

ANSWER TWO QUESTIONS FROM THIS SECTION

QUESTION 3

Explain the **four** directions or flow of communication found in organizations.
State clearly the role each route plays within the organization.

[25 Marks]

QUESTION 4

(a) What do you understand by group dynamics? [5 Marks]

(b) 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.

[10 x 2 = 20 Marks]

[TOTAL = 25 MARKS]

QUESTION 5

Write short paragraphs to answer the following:

i) Why is listening said to be a communication skill? [5 Marks]

ii) Clearly state two advantages of formal channels of communication in organizations. [10 Marks]

iii) Explain why clarity of expression is a component of interpersonal communication. [10 Marks]

[TOTAL = 25 MARKS]