

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR 1
FINAL EXAMINATION MAY 2018

**TITLE OF PAPER : HUMAN AND ORGANISATIONAL
COMMUNICATION 11**

COURSE CODE : IDE-BAE 117

TIME ALLOCATION: 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 THE BOOKLET
PROVIDED
: 5. DO NOT WRITE ON THE QUESTION PAPER**

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

Section A

This section is compulsory.

QUESTION 1

- (a) Describe a closed system of Management. **(5) Marks**
- (b) Describe how an environment of an organization of your choice affects organizational design. **(10) Marks**
- (c) Explain why effective Management requires effective Communication. **(10) Marks**
- (d) Explain why upward communication is often difficult in any organization. **(5) Marks**
- (e) Describe the main features of a stable Environment. **(5) marks**

Total Marks 40

Section B

Answer **three (3)** questions only

QUESTION 2

- (a) With the aid of examples, discuss any four **(4)** elements of organizational culture. **(20) Marks**
- (b) Describe the organisational culture of UNISWA and how it affects communication. **(10) Marks**

Total marks 30

QUESTION 3

- (a) Discuss variables of a communication process. **(25) Marks**
- (b) Explain why feedback is critical in a communication process. **(5) Marks**

QUESTION 4

- (a) Discuss the four communication networks and state which ones are suitable for a centralised organizational structure and which are suitable for a decentralized structure. **(30 Marks)**

QUESTION 5

- (a) Define a memo and explain its unique function. **(10 Marks)**

(b) Highlight advantages of a Memorandum in an organization. (6 Marks)

(c) Write a one page Memo to your subordinates, conveying negative information (14 Marks)

Total Marks 30

QUESTION 6

(a) State the characteristics of organizational reports. (10 Marks)

(b) Outline the steps of planning a long report. (10 Marks)

(c) Identify the preliminary parts of a report. (10 Marks)

Total 30 Marks