

UNIVERSITY OF ESWATINI
FACULTY OF EDUCATION
DEPARTMENT OF ADULT EDUCATION
DIPLOMA IN ADULT EDUCATION LEVEL I
RESIT EXAMINATION PAPER, JUNE, 2021

TITLE OF PAPER: ORGANISATIONAL AND HUMAN COMMUNICATION

COURSE CODE: AED 123

TIME ALLOWED: THREE (3) HOURS

INSTRUCTIONS: CHOOSE ANY FOUR (4) QUESTIONS

ANSWER EACH QUESTION ON A NEW PAGE

**THIS PAPER SHOULD NOT TO BE OPENED UNTIL SUCH PERMISSION HAS
BEEN GRANTED BY THE INVIGILATOR.**

QUESTION 1

- a) Define communication **(5 marks)**
- b) Use relevant examples to discuss any **four (4)** functions that communication plays in your organisation **(20 marks)**

QUESTION 2

- a) Communication is the lifeblood in every organisation.
- b) Give **five (5)** reasons that either agree or refute this statement **(25marks)**

QUESTION 3

- a) Research from Eswatini proves that men make better Executive Directors than females.
- b) Give your opinion on the statement above and support your answer with **five (5)** examples from your workplace. **(25marks)**

QUESTION 4

Answer the following question in short paragraphs

- a. Define small groups communication **(5 marks)**
- b. Give two examples of how your organisation applies small group communication **(10 marks)**
- c. Define mass communication **(5 marks)**
- d. Identify one example of how Eswatini uses mass communication **(5 marks)**

QUESTION 5

Give **five (5)** reasons that made you register for Communication and Human Relations course. **(25marks)**