

UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION
PART-TIME DIPLOMA IN ADULT EDUCATION YEAR I
FINAL EXAMINATION PAPER, MAY 2012

TITLE OF PAPER : **ORGANIZATIONAL COMMUNICATION AND HUMAN RELATIONS**

COURSE CODE : **DAE 114**

TIME ALLOWED : **THREE (3) HOURS**

INSTRUCTIONS : **1. ANSWER ALL QUESTIONS IN SECTION A.**
2. ANSWER TWO QUESTIONS FROM SECTION B.

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SECTION A

Answer all questions in this Section

QUESTION 1

A.

Briefly explain the following:

- i) interpersonal communication; (5)
- ii) listening as a communication skill; (5)
- iii) formal communication; (5)
- iv) group dynamics. (5)

B.

Say whether the following statements are True or False.

- (a) Oral communication has no place in organizations because it is not recorded.
- (b) The chain of command has an effect on the flow of communication in an organization.
- (c) Groups are not an effective strategy to achieve results because they comprise many people.
- (d) Self-concept has an impact on interpersonal relationships.
- (e) The grapevine is communication that is found outside formal organizations.
- (f) Communication and interpersonal relationships are like two sides of the same coin.
- (g) Management and organizational communication are two parallel activities that have no connection.
- (h) The storming stage in group development is the most productive stage because it allows a lot of interaction among group members.
- (i) Assigned roles are those that group members assign to themselves.
- (j) Dysfunctional roles are important because they allow group members to relax.

[20 MARKS]

SECTION B

Answer two questions from this Section

QUESTION 2

For each of the following statements, give three reasons why it is true.

- (a) Communication is the nerve Centre of any organization. (15 marks)
- (b) A group is a collection of people who have a recognized identity. (15 marks)

QUESTION 3

State three clear reasons why a change Agent needs to understand Group Dynamics. [30 marks]

QUESTION 4

- i) What is the difference between the grapevine and informal communication? (10 marks)
- ii) State and explain clearly two positive roles that informal communication fulfills in an organization. (20 marks)

QUESTION 5

Explain how the following can contribute positively or negatively to interpersonal communication.

- (a) self-concept
- (b) self-disclosure
- (c) listening (30 marks)