

Course Code DAE 114 2010

UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION
PART-TIME DIPLOMA IN ADULT EDUCATION YEAR I
SEMESTER TWO MAIN EXAMINATION, MAY 2010

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 THREE QUESTIONS IN SECTION B.**

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

SECTION A: COMPULSORY

This Section is compulsory

QUESTION 1

Mention and explain the four directions or routes of communication found in organizations.

State clearly the role each route plays within the organization.

[40 marks]

SECTION B

Answer three questions from this Section

QUESTION 2

Generally, the grapevine is viewed as a negative factor in organizational communication.

Comment on this view and give two clear reasons for your answer, whether positive or negative.

[20 marks]

QUESTION 3

- A. One of the principles of organizational communication is, "Communicate for today as well as for tomorrow".

In your view, what is the significance of this statement?

[10 marks]

- B. Why is it important to "consider the setting in which communication is taking place"?

[10 marks]

QUESTION 4

- i) What is group dynamics? [5 marks]
ii) How does interpersonal communication work in a group setting? [5 marks]
iii) Why do you think you, as a change agent, need to understand group dynamics? [10 marks]

QUESTION 5



Bearing in mind the characteristics of a group and how it is formed, comment on the picture you see above.

Give two clear reasons for your answer.

[20 marks]