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Course Code DAE 114 2010

UNIVERSITY OF SWAZILAND

DEPARTMENT OF ADULT EDUCATION

PART-TIME DIPLOMA IN ADULT EDUCATION YEAR I

SEMESTER TWO SUPPLEMENTARY EXAMINATION, JULY 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.

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SECTION A: COMPULSORY

This Section is compulsory

QUESTION 1

State four ways in which the chain of command in an organization may influence the flow of communication.

Think of:

two negative effects;

two positive effects

[40 marks]

SECTION B

Answer two questions from this Section

QUESTION 2

(i) Communication is a management activity.

Discuss two possible interpretations of this statement and say how each explains the roles of communication in an organization. [20 marks]

(ii) Explain how the following may cause communication problems:

(a) under-communication(b) over-communication

[5 marks]

[5 marks]

[20 marks]

QUESTION 3

Explain the following types of communication and clarify with examples.

(a)	formal communication	[10 marks]
(b)	informal communication	[10 marks]
(c)	grapevine	[10 marks]

QUESTION 4

- (a) Why do you think it would be advantageous for you as a facilitator to be aware of the development stage your group has reached at any given time? [10 marks]
- (b) Explain why it would be an advantage or a disadvantage to give a group a challenging task while it is still at its norming stage. State two reasons for your answer. [20 marks]

QUESTION 5

- (a) Explain what is meant by:
 - i. functional roles in a group;

[5 marks]

ii. dysfunctional roles in a group.

[5 marks]

- (b) Name and discuss
 - i. two functional roles;
 - ii. two dysfunctional roles.

Explain clearly why the roles you mention are functional or dysfunctional. [20 marks]