

**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.**

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

**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)