

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION YEAR I)
FINAL EXAMINATION, MAY 2013

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

COURSE CODE : **IDE-BAE 117**

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

INSTRUCTIONS : **ANSWER QUESTION ONE (1) AND THREE(3)
OTHER QUESTIONS**

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

QUESTION 1: COMPULSORY

With the aid of practical examples, fully discuss the System Theory of Management. In your discussion, clearly state why organizations are open systems.

(40 marks)

QUESTION 2

Distinguish between the Organic and Mechanistic structure as methods of communication within organizations

(20 marks)

QUESTION 3

Hofstede (in Hellriegel, et.al., p. 80) identified four cultural variables which are central to an organization's culture as follows;

- a) Power distance
- b) Uncertainty avoidance
- c) Individualism
- d) Masculinity

Briefly discuss each of the above variables

(20 marks)

QUESTION 4

With the help of a diagram, discuss the Wheel Structure (Schoderbek, et. Al., 1991, p. 464) as one of the communication strategies used by organizations.

(20 marks)

QUESTION 5

- a) What is the purpose of a memorandum in an organization? (5 marks)
- b) Design a one page memorandum to all Heads of Departments informing them about the visit by the Minister for Education in your department. Marks will be awarded for creativity and clarity of message. (15 marks)