

UNIVERSITY OF SWAZILAND
FACULTY OF EDUCATION
DEPARTMENT OF ADULT EDUCATION
DIPLOMA IN ADULT EDUCATION YEAR I

FINAL EXAMINATION PAPER, MAY 2014

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 IN SECTION B.**

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

SECTION A

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 in this section

QUESTION 2

- i) Communication is a management activity.

Discuss two possible interpretation of this statement and say how each explains the role of communication in an organization. (20 marks)

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

- a) Under-communication (5 marks)
- b) Over-communication (5 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 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)
 - ii) dysfunctional roles in a group. (5)

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

Explain clearly and specifically why the roles you mention are functional or dysfunctional.

(20 marks)