

#### MANICALAND STATE UNIVERSITY OF APPLIED SCIENCES

**FACULTY OF APPLIED SOCIAL SCIENCES**

**HUMAN RESOURCE MANAGEMENT DEPARTMENT**

**ORGANISATIONAL COMMUNICATION**

**CODE: HHRM 122**

### SESSIONAL EXAMINATIONS

**MAY/JUNE 2019**

**DURATION: 3 HOURS**

**EXAMINER: MR. M MAWOMBERA**

**INSTRUCTIONS & INFORMATION**

1. *Answer* ***Question******1******(compulsory)***
2. *Answer* ***Any other three*** *questions.*
3. *All questions carry 25 marks each.*

**Question 1**

The quality of an organisation’s meetings often suggests the quality of the organisation’s overall work. Discuss. **(25 marks)**

**Question 2**

Discuss the implication of the following classical perspectives to organisational communication:

1. Fredrick Taylor’s Scientific Management. **(13 marks)**
2. Max Weber’s Bureaucracy. **(12 marks)**

**Question 3**

How has social media affected formal channels of communication in organisations? **(25 marks)**

**Question 4**

 (a) Outline and explain any four individual barriers and four organisational

barriers to communication. **(13 marks)**

(b) What can be done to eliminate these barriers? **(12 marks)**

**Question 5**

Effective communication is critical for Human Resource. Discuss. **(25 marks)**

**Question 6**

Examine the assertion that sometimes managers are pushed to the wall by colleagues and subordinates, yet they need to remain credible in making decisions. Discuss the emotional barriers that may hinder effective communication and propose solutions to these barriers. **(25 marks)**

**END OF EXAMINATION**