

MANICALANDSTATEUNIVERSITY OF APPLIED SCIENCES

FACULTY OF APPLIED SOCIAL SCIENCES
HUMAN RESOURCE MANAGEMENT DEPARTMENT
ORGANISATIONAL COMMUNICATION

CODE: HHRM 122

SESSIONAL EXAMINATIONS

MAY/JUNE 2020

DURATION: 3 HOURS

EXAMINER: MRS A DUBE

INSTRUCTIONS & INFORMATION

- 1. Section A is compulsory.*
 - 2. Answer ANY **three** other questions from section B*
 - 3. Total marks 100*
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SECTION A

1. With the aid of relevant examples, discuss the role of effective communication in enhancing employee performance in the organization. **(25 marks)**

SECTION B

2. Evaluate the assertion that, “Without effective communication, organizations would crumble to the ground”. **(25 marks)**
3. Discuss any **five** communication networks, clearly outlining merits of each. **(25 marks)**
4. As a manager, how best can you improve the flow of communication in the organization? **(25 marks)**
5. Discuss the communication process, showing how communication can be used effectively at each phase. **(25 marks)**
6. Discuss the role of communication in an organization. **(25 marks)**

END OF EXAMINATION