

OLLSCOIL NA hÉIREANN, GALLIMH
NATIONAL UNIVERSITY OF IRELAND, GALWAY

Semester 2 Examinations, 1999/2000

HIGHER DIPLOMA IN SYSTEMS ANALYSIS

COMMUNICATIONS IN ORGANISATIONS MG872

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Time allowed: TWO HOURS

Answer Question 1 AND two other questions

1. Answer six of the following sub-questions

- i. Noise has been defined in the interaction model of communication.
Define this term.

AND

Give an original example of noise which may be present in a public communication, such as a lecture.

- ii. Outline the two-person relationship model of communication, using diagrams if you wish.

AND

Use an original example to explain how one's self-view influences communication.

- iii. State the limitations of the interaction model of communication.

AND

Give one concrete, original example for each limitation.

- iv. List four types of non-verbal communication.

AND

Illustrate how each type operates as a form of communication by way of original example.

- v. List two common misconceptions about listening.

AND

Explain why they are inaccurate.

vi. A number of poor listening habits have been identified. Define the following terms AND give an original example of each:

- pseudolistening
- defensive listening

vii. Define informal communication networks.

AND

Give an original example of when an informal communication network may be used to transmit information in an organisation.

viii. Define group cohesiveness.

AND

Give an original example to explain how cohesiveness can influence communication.

(30%)

2. Interpersonal communication

Interpersonal communication is influenced by factors associated with the sender, such as the way in which the sender is perceived by the receiver, and factors associated with the receiver, such as gender.

i. Outline what is referred to in the above

AND

ii. Use examples to illustrate the relationship between these factors and interpersonal communication.

(35%)

3. Communication in organisations

Barriers to communication can result from the organisation's structure.

i. Explain what this statement means, clearly outlining the connection between structure and formal networks of communication.

AND

ii. What steps can an organisation take to overcome these barriers?

(35%)

4. Communication in groups

i. Outline how the character of a group can influence the communication process within the group. Make reference to at least two components of the group's character.

AND

ii. Use examples to illustrate how attention to these issues can enhance group communication.

(35%)