

OLLSCOIL NA hÉIREANN, GAILLIMH
NATIONAL UNIVERSITY OF IRELAND, GALWAY

HIGHER DIPLOMA IN BUSINESS STUDIES

SEMESTER 1 EXAMINATIONS 1999/2000

COMMUNICATIONS IN ORGANISATIONS MG872

Professor P. Willman
Mr. M. Moroney
Mr. R. Morgan

Time Allowed: Two Hours

Candidates are requested to attempt two questions
All questions carry equal marks.

1. Describe the communication process and identify its key components. Give examples of how this process operates with both oral and written messages.
2. Describe some ways in which the communication process can break down and suggest some techniques to improve communication between people.
3. What are the main barriers to communication in Organisations? What strategies can management adopt to overcome these barriers?
4. 'Failing to prepare is preparing to fail'. Discuss with a view to making a successful presentation to a group.