



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE, HUMAN SCIENCE AND EDUCATION**

**DEPARTMENT OF COMMUNICATION**

<b>QUALIFICATION: BACHELOR OF COMMUNICATION</b>	
<b>QUALIFICATION CODE: 07BACO</b>	<b>LEVEL: 7</b>
<b>COURSE CODE: GDC 611S</b>	<b>COURSE NAME: GROUP DYNAMICS OF COMMUNICATION</b>
<b>SESSION: JUNE 2022</b>	<b>PAPER: (PAPER 1)</b>
<b>DURATION: TWO HOURS</b>	<b>MARKS: 50</b>

<b>SECOND OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	Dr C PEEL, MR C MATENGU
<b>MODERATOR:</b>	Dr. M MHENE

<b>INSTRUCTIONS</b>	
<ol style="list-style-type: none"><li>1. Answer TWO questions only.</li><li>2. Read all the questions carefully before answering them.</li><li>3. Indicate whether you are a FT, PT, or DE student.</li></ol>	

**THIS MEMORANDUM CONSISTS OF 3 PAGES (Including this front page)**



**QUESTION 1****GDC****25 MARKS**

Discuss the contributions of the Socio-Technical Systems Theory approach to organisational behaviour with reference to the following points:

- (a) Explanation and justification of the theory (12.5 marks)
- (b) Application of the theory to a case study of your choice (12.5 marks)

**QUESTION 2****25 MARKS**

Using a named or unnamed organisation of your choice, discuss whether there is evidence of Theory X or Theory Y in the workplace team dynamics. Explain which of the two theories you prefer, and why.

- (a) Discussion of Theory X.....5 marks
- (b) Discussion of Theory Y.....5 marks
- (c) Name the originator of the theories.....1 mark
- (d) Apply either theory to an analysis of your selected case study.....10 marks
- (e) Explain which theory you prefer, and why.....4 marks

**QUESTION 3****25 MARKS**

Identify and discuss the five criteria of evaluating a team's success, paying particular attention to the roles of team members in attaining each benchmark.

**QUESTION 4****25 MARKS**

Problem recognition, definition and analysis are the key processes in effective problem-solving (Levi, 2001). Describe and distinguish between the factors which influence effective problem definition and analysis, how groups generate and select alternatives, and how they implement and evaluate alternatives.

- (a) Distinction between problem recognition, definition and analysis.....5 marks
- (b) Issues of severity, familiarity and complexity of problems.....5 marks
- (c) How and why groups may respond differently to problems.....10 marks
- (d) Factors that influence the generation and selection of alternatives..... 5 marks



**QUESTION 5**

**25 MARKS**


Describe, and distinguish between, three decision-making techniques available to groups. In your concluding section (section d), rank the techniques in your order of preference and explain why you have ranked them that way, noting also any weaknesses in each.

- (a) The Nominal Group Technique.....5 marks
- (b) The Delphi Technique.....5 marks
- (c) The Ringi Techniques.....5 marks
- (d) Evaluate the strengths and weaknesses of each technique.....10 marks

**End of examination**

**Total: 50 marks**

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FACULTY OF HUMAN SCIENCES DEPARTMENT OF COMMUNICATION		