



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF COMMUNICATION AND LANGUAGES

QUALIFICATION: BACHELOR OF COMMUNICATION	
QUALIFICATION CODE: 07BCMM	LEVEL: 6
COURSE CODE: GDC611S	COURSE NAME: GROUP DYNAMICS AND COMMUNICATION
SESSION: JUNE 2024/ JULY 2024	PAPER: THEORY (PAPER 1)
DURATION: 3 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Dr. C PEEL, Mrs M MUBIANA and Ms E SHITAATALA
MODERATOR:	Mrs. A TJIRAMANGA

<p style="text-align: center;">INSTRUCTIONS</p> <ol style="list-style-type: none">1. Answer THREE questions. Note that Question 1 is worth 50 marks, is compulsory, and may not be substituted.2. Read all the questions carefully before answering.3. Number the answers clearly.4. Please ensure that your writing is legible, neat and presentable.
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THIS QUESTION PAPER CONSISTS OF _3_ PAGES (Including this front page)

Question 1

Compulsory

50 marks

(a) Name the five stages of Tuckman's Group Development Theory, and the significant characteristics of each stage.....[2x5 = 10 marks]

(b) Discuss the different emotional strains that are likely to arise among group members in navigating each stage.....[3x5 = 15 marks]

Question 2

25 marks

(a) During the course, you conducted a case study analysis of an organisation, its group dynamics, human relations, and management philosophy. Discuss from your analysis how you rated the organisation in terms of Human Relations Theory (Elton Mayo), Hierarchical Structure (Max Weber), and Scientific Management Theory (Henri Fayol) [15 marks]

(b) Justify, with one example, the merits of Gossip Theory in any organisation. [10 marks]

Question 3

25 marks

How does evidence of the pre-historic development of human teamwork demonstrate the importance of group dynamics in human progress?

Question 4

25 marks

The transition to technology has required training, cohesion between different departments, worker flexibility, and responsible autonomy.

(a) Describe how each of the above four requirements facilitated a transition to new technologies at an organisation known to you..... [4 x 5 marks = 20 marks]

(b) Identify three ways of balancing freedom with responsibility when it comes to how a team deals with the following issues:

(i) How much work they can do.....[1 mark]

(ii) Dealing with customers.....[1 mark]

(iii) Which technologies they use.....[1 mark]

(c) Name at least two circumstances where working in teams becomes important. [2 marks]

Question 5

25 marks

(a) As someone who has experienced being integrated into a team, or who has observed the absorption of new team members, evaluate your experiences and/or observations using the three stages of Group Socialisation and Development promoted by Moreland and Levine (1982). [3 x 5 marks.....15 marks]

(b) There are four signs that tell you that your team is experiencing conflict-related communication challenges. Identify the four signs [4 marks] and explain how you might respond to them as the team leader [1 mark][4+1 = 5 marks]

End of Examination Question Paper

Total: 100 marks