

CHRISTIAN SERVICE UNIVERSITY COLLEGE

DEPT. OF COMM. STUDIES - 2021/22 ACADEMIC YEAR: SEMESTER ONE

END-OF-FIRSTSEMESTER EXAM – March 2022

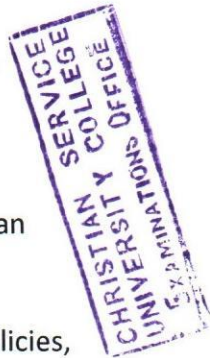
BACS 203: Organizational Communication Cr. Hrs.: 3 Time: 2 Hours

SECTION A – Answer all questions in this section. Each question carries 1 mark. (30 marks total)

1. Change is a necessary agent to improve the of an organization.
2. The only agent that can make an organization exist is
3. Strategies such as and are adapted to manage conflict in an organization.
4. If division of labour is implemented in an organization, it promotes
5. When a decision is made by an organization to hold a staff durbar every Friday, it is considered as a site of under the Structuration theory.
6. It is the responsibility of the in an organization to disseminate information to employees.
7. is avoided in an organization that encourages open and easy correspondence between superiors and subordinates.
8. Managers' efforts to ensure that employees strictly obey rules is one way of resolving
9. in the functions of an organization ensures that each employee depends on each other to work towards the goal of the organization.
10. When one party tries to surrender its interest in a conflict situation, that party is said to be the opposing party.
11. An organization is referred to as "an open system because it affects the outside world and
12. communication takes place between a staff in an organization and a client.
13. An organization that is not static, accepts in its operations.



14. ensures the achievement of a co-ordinated goal-oriented behavior in an organization.
15. happens in an organization when an employee's views are opposed by another person.
16. Any system which attracts people with different demographics to work with rules for the achievement of a particular goal is known as an
17. Increased production can be achieved under aconflict.
18. When employees follow procedures and processes in work activities, they are operating under a control.
19. Conflict is seen as having the potential for a positive
20. Communication takes place between two
21. New employees who are enlightened about the policies, rules and procedures of an organization are expected to and the information.
22. The of an organization is formed when employees adhere to the policies, rules and regulations of the organization.
23. The defined hierarchy of positions in an organization determine the
24. Shaking of hands with another person is an example of communication.
25. is a mechanism that compels employees to work on their self-improvement in order to stay competitive.
26. The receiver of a message can provide feedback only if he/she is able to the message.
27. When a staff in the Marketing Department communicates with the head of IT Operations, he is engaged in a communication.
28. Staff resign from an organization when they become frustrated as a result of Conflict.



29. An organization theory shows the relationships involved in organizational processes in an form and in reality.
30. While written communication is a permanent record, non-verbal communication is

