UNIVERSITI UTARA MALAYSIA

FINAL EXAMINATION
SEMESTER TWO 2008/2009 SESSION

CODE/COURSE : BLE2042/SMALL GROUP COMMUNICATION
DATE : 24 APRIL 2009 (FRIDAY)
TIME : 3.00 P.M – 5.30 P.M (2 ½ HOURS)
VENUE : DP 1/2

INSTRUCTIONS :

1. This question booklet consists of THREE (3) sections in SEVENTEEN (17) printed pages excluding the cover page.

2. Answer ALL questions.

3. All answers must be written in the question booklet.

4. Use PEN to write your answers.

NAME OF EXAMINER: ________________________________

MATRIC NO.: ________________________________
( in words ) ( in numbers )

IDENTIFICATION CARD NO.: ________ ________ ________ ________

NAME OF INSTRUCTOR: ________________________________

GROUP : ________ DESK NUMBER : ________ ________ ________

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE INSTRUCTED TO DO SO

CONFIDENTIAL


**SECTION ONE (30 MARKS)**

You are advised to spend about **40 minutes** on this section.

**PART A (5 MARKS)**

This is a table of how a group reaches its major outcomes through the implementation of four theories. Fill in the blanks with the correct answers.

<table>
<thead>
<tr>
<th>Decision making theory</th>
<th>2. ___________</th>
<th>Symbolic convergence theory</th>
<th>Role emergence theory</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>(1 mark)</td>
<td></td>
</tr>
<tr>
<td>1. ___________</td>
<td>Relational talk</td>
<td>Consciousness raising talk</td>
<td>5. ___________</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(1 mark)</td>
</tr>
<tr>
<td>Amount of understanding and agreement signpost</td>
<td>Trust and empathy Signpost</td>
<td>3. ___________</td>
<td>Role formation signpost</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(1 mark)</td>
</tr>
<tr>
<td>Problem-solving skill</td>
<td>Relationship building skill</td>
<td>4. ___________</td>
<td>Role playing skill</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(1 mark)</td>
</tr>
</tbody>
</table>

(_ _____ /5 marks)
PART B (5 MARKS)

Below are utterances that represent the reasons for joining a group. Identify the reason described by each utterance below and write it in the space provided.

1. “What? For members only? I want to be a member then.”

2. “In my group, I can prove my worth and competence by making effective decisions.”

3. “Individuals cannot provide more inputs than groups. This is what makes it a reason to be in a group.”

4. “Sometimes, I join a group for no obvious reason but only to be their friends.”

5. “I like to be told by people that I can do something and also we as a group can do it with our full concentration and seriousness.”

(______/5 marks)
PART C (10 MARKS)

Below are utterances that represent the factors that can constrain interpersonal communication. Identify the factor described by each utterance below and write it in the space provided.

1. “I don’t think he can be better than a critic.”

2. “From what I see this, it is not a big problem for you to lose the report because all you need to do is just it again.”

3. “People are so judgemental. Not all people like us are bad.”

4. “Maybe you did not know that for us here, to talk with head up is rude.”

5. “I don’t care what you all want to get out of this. All I want to do is to finish this as soon as possible.”

6. “Michael, you are saying that my idea is the worse ever suggested for marketing a product, aren’t you?”

7. “Their natural traits are different from ours. So, if we talk to them, we also need to be loud, confident and argumentative just like them.”
8. "I trust in heart-to-heart talk in solving interpersonal issues among members."

9. "I don't think it is embarrassing to ask many questions around as long as I'm clear of how I should do something."

10. "Whenever my project group members talk about staying at the office until late at night to finish the project, the last month's incident always comes to my mind."

(______/10 marks)
BLE 2042 Small Group Communication

PART D (10 MARKS)

State the terms which best describe the statements given. Write the answers in the space provided next to the statement.

1. When members realize that there are obvious different portions of control and authority in the group, they know that this is being practiced.

2. The purpose of this group is to remove what can block it from reaching its aim.

3. A member who has this, acts as a person who gets others to do their tasks or keeps good relationship among them.

4. This refers to a constant behavior which is the outcome of what a member thinks of himself and what others think of him.

5. A small group is not a small group without this as there should be something that the members want to achieve together.

6. This is the definition to represent an occasion when members gather to discuss or decide something.

7. Messages are conveyed through this without using words.
8. For this format, the speakers speak in succession of their own perspective on the same issue briefly.

9. It contains the proper order of topics to be discussed as well as some information about where and when they do the discussion.

10. One type of this group is temporary where the members are no longer a group once their job has been finished.

(_______/10 marks)

Total score for Section One: _______/30 marks
SECTION TWO (30 MARKS)

You are advised to spend about 40 minutes on this section.

PART A (15 MARKS)

Study the following statements. State whether they are TRUE (T) or FALSE (F) by circling the correct answer.

1. While decision-making group involves making decisions, not all problem-solving groups solve a problem. T / F

2. A final solution to a problem decided by a group is an example of productivity. T / F

3. Therapy group is a group whose aim is to overcome a problem through discussion. T / F

4. Norms are beliefs, values and doctrines that tell us what is right or wrong. T / F

5. 'Communication' in small group communication involves talking about issues concerning the objectives of the existence of a certain group. T / F

6. The existence of social loafing is one of the reasons why five to seven members in a group is an optimal size for a small group. T / F

7. An example of instrumental role is 'Insurance Advisor.' T / F

8. 'The whole is greater than its parts' is a saying that can describe 'group synergy.' T / F

9. When members seem to be out of their mind by giving lunatic ideas, this shows they are having a warm-up session. T / F

10. 'Consensual decision' is a decision reached by almost all members in the group. T / F

11. Commitment to ideational conflict means members argue on a certain issue with wisdom and logic. T / F
12. 'I don’t care about sacrificing my time and energy as long as this group can work effectively' is an utterance made by a member who is committed to doing preparation. T / F

13. Informal meetings are held because there are sudden issues to be discussed. T / F

14. The element of spontaneity in roundtable discussion means members can simply interrupt each other. T / F

15. Active participation from the members is not a pitfall for Monday morning meeting. T / F

(_______/15 marks)
PART B (10 MARKS)

Below is the transcript of a discussion of six members in a group. Identify the role that each member is playing based on his or her utterances. Write your answers in the space provided.

Mike: I think we need to get it known to as many people as we can.

(1.)

John: Crap! This is all crap! We know it’s impossible. No matter what, we can never do it in a short time. Just forget it, Mike.

(2.)

Dan: Don’t get yourself out of control, John. Mike was just trying to find the way out for this.

(3.)

Amy: Actually, Mike, your idea can be polished if we consider the role of TV as an effective medium of communication.

(4.)

Sam: I read one article once about the mostly used and preferable medium of information transfer that was T.V. T.V was mentioned as a compulsory item in the household. So, that means everybody watches T.V.

(5.)

Julia: Have you all talked about radio? Why don’t we give it an evaluation and see if we can use it?

(6.)

Dan: Radio? What channel, Julia?

(7.)

Amy: What Julia was trying to say is maybe we can also use radio to promote the event and there are some famous channels that really work such as Hot.fm and Fly.fm.

(8.)
John: Come on. What are we waiting for? I hate 'talk only, but nothing happens.' Let's get up and make it a reality.

(9.) ________________________________

Sam: But, John, we haven't decided anything yet. I'm okay with anything.

(10.) ________________________________

And so, the discussion continues...

(_______ /10 marks)
PART C (5 MARKS)

Identify the specific non-verbal dimension from each of the following situation.

1. The male members tended to be distracted by the paintings of beautiful women on the wall as they sometimes looked at them, and also by the female staff walking pass the room that could be seen through the transparent curtains.

2. Certain words projected by the new leader sometimes could be heard clearly as he tried to get other members’ attention to what he thought was important.

3. Fazli did not know whether his group members understood his justification about amending the policy because their faces showed as if they were confused and puzzled.

4. At a meeting last week, members could not even rest their both hands comfortably on the table because that would only make them unintentionally touch the person next to them.

5. Amy does not think only black and white are the colours to office. She thinks all colors are nice as long as only two or three colours matched at one time.

(_______/5 marks)

Total score for Section Two: _______/30 marks
SECTION THREE (20 MARKS)

You are advised to spend about 40 minutes on this section.

Read the meeting script below and answer all questions.

Managers from some departments in Red Umbrella Corporation are having a meeting on 16 February 2009 at Conference Room 1 at 8.30 a.m to discuss some issues. The meeting is being chaired by Carrie.

Carrie : Thank you for making it to the meeting this Monday morning. How are you all, managers?

Claudia, David, Simon : Fine.

John : Sorry, I'm late.

Carrie : So, you all have seen the minutes. Can we confirm the minutes of the last meeting?

Claudia : Carrie, I am sorry, I couldn't make it for the last meeting. I was out of town.

Carrie : Okay, then the minutes need to indicate that you weren't here. So now, can we approve the minutes?

Claudia, David, Simon, John : Yes.

Carrie : As we all know, we have decided to do an employee satisfaction survey in the last meeting and...

Claudia : Have we?

Carrie : Yes, Claudia. David is in charge of it.

Claudia : Oppss! Sorry. David did tell me when I got back but I forgot.

Carrie : So, what have you found, David?

David : The employees think the survey is a good idea since they can express what they need and don't like. But this kind of survey is seasonal. The employees simply want a channel for them to air their feelings and needs.
anytime. Writing letters or sending emails to employer is not confidential and they don’t want to take the risks. So, my suggestion is for the company to have a suggestion box since we don’t have any.

Carrie : Excellent! I don’t see why not.

John : Where can we place the complaint, oppss, I mean suggestion box?

David : Well, we can put it at a place where it can easily be seen and where most people go. For example, near the main door where the staff card reader machine is. That would be a good place because everyone has to use the machine.

John : That place is not as famous as the ladies or gents. Most employees like to make excuses to go to these places to avoid tasks.

Claudia : And you are one of them. Can you be more serious, John? We are talking about the intelligent way of making employees participate in this survey that is by placing the suggestion box at the right place!

John : Wowo, Claudia. Is it your ‘woman’s symptom’ of this month?

Claudia : Shut up, John!

John : I know this ‘species’ of human beings always use the symptom as an excuse for emotional disorder.

Carrie : Stop it, you two. This is not the time for a war, David, I think we will go with your suggestion to place the box at the main door. What about the issue with...

Simon : Sorry to raise this, but near the staff card reader machine may not be such a good idea.

Carrie : Why is that?

Simon : Well, if the box is there then anyone who wants to put in a suggestion or whatever, may be reluctant to do so since others will see them.

John : Oh, Simon. I can’t believe that you are worried about employees seeing each other. Why should we care what they think about each other?

Claudia : Actually, I think Simon is right. In my previous job, we had exactly that problem. In fact, one of the first suggestions that we received was to move the box! They didn’t like the idea of sending suggestions by email either.
Carrie : Why was that?

Claudia : They felt that it wasn’t anonymous, and they worried that if the email was, shall I say, too frank, then they would get into trouble.

Simon : I can see that this is going to take a bit more thought.

Carrie : Okay, everyone. It seems that we can’t really agree on this. So, can you give it a bit more thought and tell your people to see what they think. Then we can get back to it at the next meeting. For now, I want to move on to a rather more pressing topic.

John : What could possibly be more important than employees’ opinions?

Carrie : John, this concerns you. So maybe you need to pay a bit more attention. Claudia, can you brief us on our current project?

Claudia : Well, as you know, we have a new ongoing project which involves sample giving and demonstrations at some supermarkets. The manager in charge, that’s you, John, says that everything is okay, but we really need to get customers’ feedback.

John : Arrgh, that’s typical! You never trust my judgement!

Simon : John, that is not the point. We really do need to have customers’ feedback, because this is a new product. We can’t rely simply on what we think. Didn’t you just say, ‘What could possibly be more important than employees’ opinions?’ So, it’s quite the same here.

Carrie : Simon’s right. Alright, John, get the customers’ feedback about the product and tell us in the next meeting. As we all know, Mr. Smith has just retired, so we need someone to replace him. Claudia, you are from the HR department and I’m sure you know what to do.

Claudia : Don’t worry. I’ll form a team for ads, resume review and interview. It won’t be long for us to get the ‘new Mr. Smith.’

Carrie : Good, Claudia.

John : But can we have ‘Miss Smith’ this time? When I say ‘Miss’ I mean ‘unmarried.’

Claudia : I know it perfectly, John. But I can’t promise you that. Whoever is qualified will fill the vacancy.

Carrie : What now? Anything else that we missed to discuss?
BLE 2042 Small Group Communication

Simon : No, I think.

Carrie : David?

David : Hmm...nothing, Carrie. All is clear.

John : Hey, there's something you forgot to mention, Carrie. It's, 'The meeting is adjourned...'

Carrie : Oh, I thought you were serious. Okay, the meeting is adjourned. The date of the next meeting will be informed later. Thank you for being here. Have a nice day!

David,
Claudia,
Simon : Thank you, Carrie.
PART A (10 MARKS)

Read the statements below and decide whether they are TRUE (T) or FALSE (F). Circle the correct answers.

1. From the meeting, the most obvious dimension of non-verbal communication presented is vocalic. T / F
2. The agenda was prepared prior to the meeting for all members. T / F
3. John is sexist and stereotypical. T / F
4. The format of the meeting is not roundtable. T / F
5. The meeting is of Monday-morning type. T / F
6. One of the ten reasons why managers hate meeting based on the meeting script is lack of punctuality. T / F
7. John is an evaluator-critic rather than central negative. T / F
8. Carrie is not a democratic leader. T / F
9. Neither 'tell' nor 'sell' leadership style is used in this meeting. T / F
10. No decisions are made in the meeting. T / F

(______/10 marks)
PART B (10 MARKS)

Read each question carefully and write your answers in the space provided.

1. Identify THREE (3) major roles that exist in the group and name the person(s) who predominantly play the role(s).

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>a)</td>
<td></td>
</tr>
<tr>
<td>b)</td>
<td></td>
</tr>
<tr>
<td>c)</td>
<td></td>
</tr>
</tbody>
</table>

   (3 marks)

2. Identify TWO (2) obvious powerful reasons for holding a meeting based on the meeting script. Provide ONE (1) example for each reason.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>a)</td>
<td></td>
</tr>
<tr>
<td>b)</td>
<td></td>
</tr>
</tbody>
</table>

   (4 marks)

3. Identify the THREE (3) main topics discussed in the meeting.

<table>
<thead>
<tr>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>a)</td>
</tr>
<tr>
<td>b)</td>
</tr>
<tr>
<td>c)</td>
</tr>
</tbody>
</table>

   (3 marks)

   (______/10 marks)

Total score for Section Three: _______/20