UNIVERSITI UTARA MALAYSIA

FINAL EXAMINATION
SEMESTER ONE 2008/2009 SESSION

CODE/COURSE : BLE2042/SMLL GROUP COMMUNICATION
DATE : 16 NOVEMBER 2008
TIME : 2.30-5.00 P.M. (2 ½ HOURS)
VENUE : BK 4 (FWB), UUM

INSTRUCTIONS :

1. This booklet consists of THREE (3) sections in FIFTEEN (15) 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: _____________________________

FOR OFFICIAL USE ONLY

| SECTION ONE | / 30 marks |
| SECTION TWO | / 30 marks |
| SECTION THREE | / 20 marks |
| TOTAL | / 80 marks |

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 (10 MARKS)

This is a diagram of the processes and stages involved in small group theories. Fill in the blanks with the correct answers.

<table>
<thead>
<tr>
<th>Decision-making and role theories</th>
<th>Encounter theory</th>
<th>Symbolic convergence theory (consciousness-raising)</th>
</tr>
</thead>
</table>
| Orientation and primary tension  | 3. _______________  
  (2 marks)                      | Self-realisation of new identity                      |
| 1. _______________              | Ambivalence      | 4. _______________  
  (2 marks)                      |                                                     |
| 2. _______________              | Actualisation    | Establishment of new values for the group           |
  (2 marks)                      |                                                               |
| Reinforcement                   | (NONE)           | 5. _______________  
  (2 marks)                      |                                                               |

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

Below are utterances that indicate certain roles commonly played in small group communication. Identify the role described by each utterance below and write it in the space provided.

1. "It looks like we have 'strayed' miles away. This is not on the agenda."

2. "The earlier we get it done, the earlier we will get paid."

3. "I guess the chatterboxes here need to be put on the mute mode for a while for the quiet ones to share some perspectives."

4. "That idea is not brilliant enough to go along with our million-dollar project this time."

5. "Maybe we can just be undercover like the cool guys in 'White Chicks' and have fun all the time. Don't get our mind troubled with all those numbers and figures."

6. "Dan, if you want to work on statistics, you got it."
7. "Misinterpretation. That is interesting. It is like Fred tells his friend, John that his wife is an angel and Fred gets a reply from John telling him that he is lucky but John is not because his wife is still alive."

8. "It's a fantastic idea, Sam. To do a beauty workshop and give away some samples to participants, so that this can increase sales. Then, we can settle this month's slow-moving sales and beat our competitors. Is that what you mean?"

9. "Michael wasn't home last night, so I had to get someone to babysit Michelle and when I finally succeeded, it was too late to join the event. So, I just stepped back and left because I figured somebody else had done my job."

10. "I don't mind anything. Whatever you think is good."

(______/10 marks)

PART C (10 MARKS)

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

1. Every member is free to express their ideas spontaneously using this format. 

2. The main point of this technique is true verbal free-for-all without condemnation. 

3. A member who plays this role is responsible for the group's productivity.
4. Good interpersonal relationship is sought among members, so that communication in the group can occur effectively and enjoyably.

5. It is one of the last results of the execution of four theories and it shows the enhancement of cohesion, ownership and commitment to decided action.

6. This technique requires the leader to first give some details of a certain issue to be decided, and later start a discussion with others in the group.

7. The group calls itself 'The league of workaholics', praises each other for success, and sets up new rules that requires members to wear black shirts printed 'Quality is our priority' on them.

8. The state of being near each other in the group during discussion that can determine the type of meeting.

9. A member desperately wants other members to be of the same mind with him on a matter.

10. An example of this discussion method is a press conference.

(______/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 (10 MARKS)

Study the following statements. State whether they are True (T) or False (F).
Circle the correct answer.

1. Roundtable discussion is regulated and restrained. T / F
2. A list of topics that can guide a leader through a meeting is called an ‘agenda.’ T / F
3. One of the top reasons why meetings are hated is due to no consensus reached. T / F
4. Member satisfaction can be evaluated according to quality of product created, pleasure of interaction with other members, and pride of group membership. T / F
5. Self-realization of new identity is when we differentiate between the perception of our group's nature and that of our opponent's. T / F
6. A prefab work group is a collection of highly trained members working together for a short period of time. T / F
7. Email is an example of a synchronous communication. T / F
8. The reason why the ideal number of members in a small group is 5-7 is because there should be enough variety of ideas. T / F
9. "That's not what I'm trying to say," is an example of an utterance that represents one of the factors that constraints interpersonal communication. T / F
10. The function of Notice is to inform about an upcoming meeting. T / F

(_______/10 marks)
PART B (20 MARKS)

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

1. State FIVE factors that constrain interpersonal communication and provide ONE example of each factor.
   Example:
   Factor: Different perceptual filters
   Example: An example of perceptual filter when a member describes a leader could be “organized-disorganized”, while another member’s perceptual filter of the same leader is “assertive-unassertive.” (1 mark)

   a. Factor: ________________________________ (1 mark)
   Example: ________________________________ (1 mark)

   b. Factor: ________________________________ (1 mark)
   Example: ________________________________ (1 mark)

   c. Factor: ________________________________ (1 mark)
   Example: ________________________________ (1 mark)

   d. Factor: ________________________________ (1 mark)
   Example: ________________________________ (1 mark)
e. Factor: ___________________________ (1 mark)

Example: ___________________________

______________________________ (1 mark)

(______/10 marks)

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

a. During the convocation ceremony, the chancellor, pro-chancellor, vice-chancellor and members of the university senate will be seated on the main stage.

______________________________

b. The students complain that the exam hall is too cold from its air conditioning and the hall is supposed to be filled with 400 students only instead of 650 students.

______________________________

c. There seems to be a contagious habit during the company’s weekly meeting because each time a person yawns, sighs, or coughs, the others would follow suit.

______________________________

d. His workers suspect Mr. Chan to be a kung-fu expert because each time he gives a speech, his hands move very rapidly in a martial art manner.

______________________________
e. One of my colleagues likes to wear sunglasses each day to work because he wants to hide his drowsy appearance that there are eye bags and dark circles around his eyes.

(______/5 marks)

3. Identify the right group ethical from each of the following situation.

a. During the discussion about transsexuals, David was not embarrassed to let other members know about his past history as one, and how he managed to get away from that group. He thought his story would do some help.

b. Amy is very meticulous in the opening ceremony of her company’s gold jubilee celebration. She has been doing research since the beginning. She makes sure everything is perfect so that the goal for success can be reached.

c. Even though Kamal was combatively and disputatiously questioning Arif about the postponement of the survey in Penang, Arif just kept quiet and he let Kamal finish his words because he knew Kamal was that type.

d. In a monthly meeting with the manager, everybody kept an ear out for the speech given about the mission and vision of the company.
e. A discussion on whether the employees should come to work as early as 8.00 a.m. remains to be a controversial issue recently but everybody could still smile to each other.

(_____/5 marks)

Total score for Section Two: _____/30 marks

SECTION THREE (20 MARKS)

You are advised to spend about 40 minutes on this section: Part A and Part B.
Read the case study and answer the questions.

A group of detectives are assigned to trace a man who is a suspect of a serial killer named, Proctor. The detectives, who are males, need to do some research about Proctor in order for him to be caught. Therefore, they need to decide the possible ways of apprehending Proctor.

Croder: Quiller, how are you?
Quiller: Good enough sir, and you?
Croder: Quite well.
Ferris (aside): All is well.
Croder: Shall we sit down, gentlemen? First and foremost, I'm sorry for making a sudden call to this meeting. I apologize for that. You have met Mr Monck, of course, but not Tench, have you?
Quiller: Hello.
Croder: He's here to assist me, if you'll give me a little time. *He has 10 years' experience in this field. Anyway, I can tell how excited I am to be working
with such an amazing group – creative and analytical detectives. Now about Proctor. I would value your opinion.

Quiller: I've only met him once, but I would say that he's been suffering the increasing strain of being taken off the active list.

Croder: Harvester, is she a reliable source of information?

Quiller: She was a nurse in England for seven years, but I know how to do my job without getting involved with her. You know women, they are easily manipulated.

Ferris: Quiller came very close to losing his life this morning.

Quiller: That is kind of you, but I don't need you to protect me.

Ferris: Thank you.

Monck: What can we do about Proctor?

Ferris: We could try following him.

Quiller: Yeah, we could, like we followed Nikko. I still remember following him in a woman's clothes and it's really funny how we managed to catch him.

Croder: Do you all agree that it is the best option?

Monck: Perhaps we could discuss it amongst ourselves and come to a consensus?

Quiller: We don't have time for that. With the greatest respect, sir, we need to act fast.

Croder: I tend to agree with Quiller.

Ferris: Well, we really ought to consider all options available to us.

Quiller: Don't be absurd, we don't have time.

Ferris: Will you stop making that face, Quiller?

Croder: Gentlemen, this is not the time for us to quarrel.

Ferris: Well, what other suggestions do we have? What do you think Quiller?

Quiller: I think I should follow him.
Monck: But that would mean that you are placing yourself in the greatest danger.

Quiller: That is nothing new for me.

Croder: Do we know where he is staying, Proctor – that is?

Ferris: Yeah, actually we do. He is staying at the PanPac – room 2507.

Quiller: Well, there's no way that we can go to his room.

Monck: Why not?

Quiller: Because it is on the 25th floor – I can't just simply fly in.

Croder: What about the lobby?

Ferris: What do you mean, sir?

Croder: Can't Quiller wait for him in the lobby and then follow him?

Quiller: That would be too risky.

Ferris: But not beyond your capabilities, surely, Quiller?

Quiller: Thanks for the vote of confidence but how precisely do you suggest that I do that? He knows me, and would recognise me immediately.

Croder: Perhaps it is not necessary for Quiller himself to wait in the lobby – someone else could wait there and then signal Quiller when Proctor appears.

Ferris: That is a good idea, but who can we use?

Monck: Well, sir, I have never worked with Proctor, so he doesn't know me by sight – I could do it.

Croder: How would you signal Quiller so that he would know that Proctor was exiting the hotel?

Monck: I can simply use my phone to call Quiller, just one ring, he will be outside the hotel, and there is a lot of traffic, so the ring wouldn't be heard by anyone.

Quiller: That might work – even if Proctor has someone outside the hotel they probably wouldn't hear just the one ring.

Ferris: If I might make a suggestion, sir?
Croder: Certainly, Ferris, what do you have in mind?

Ferris: Well, sir, rather than just the one ring, why not have Quiller put his phone on vibrate? Then there is no chance of anyone hearing the ring, or even know that Quiller has received a message.

Monck: What do you think, Quiller? After all, it is your neck on the line.

Quiller: That is probably a good idea.

Croder: So, gentlemen, is it agreed that Quiller should follow Proctor once he exits the hotel?

Ferris, Quiller & Monck: Yes, sir.

Croder: So, that is settled then. The next question is what are we going to do with Proctor after Quiller has identified his destination?

Monck: Ah well, that is not so easy to decide.

Ferris: I would have thought that it was quite easy – we snatch him off the street.

Croder: And how precisely do you intend to do that? What if he is not on foot, but is using transport?

Quiller: Possibly the best bet would be to follow him to his destination, and snatch him as he is exiting the vehicle – his attention would be distracted, but that means involving a team of at least 2 to do the snatch.

Croder: No, we can't do that, we don't have the men on the ground.

AND SO THE DISCUSSION CONTINUES.....

Adapted from Quiller Barcudda by Adam Hall
PART A (10 MARKS)

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

1. Croder tries to build the group's pride in the beginning of the discussion. T / F
2. Quiller is very effective but has a short temper. T / F
3. The group refers to a project team. T / F
4. Quiller makes a negative non-verbal language. T / F
5. Croder is a democratic leader. T / F
6. The meeting is informal. T / F
7. Everybody experiences primary tension except for Monck. T / F
8. A member that has an obvious sense of individuality is Monck. T / F
9. There is no issue of stereotype in the discussion. T / F
10. Research has been done by Ferris prior to the meeting. T / F

(______/10 marks)
PART B (20 MARKS)

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

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

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</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** powerful reasons for holding a meeting based on the conversation. Provide **ONE** example for each reason.

   a. Reason: __________________________________________

      Example: __________________________________________
      __________________________________________

   b. Reason: __________________________________________

      Example: __________________________________________
      __________________________________________

(4 marks)

3. Identify the possible way of getting Proctor and how it is to be done.

________________________________________
________________________________________
________________________________________
________________________________________

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Total score for Section One: ____ /20 marks

END OF QUESTION PAPER