UNIVERSITI UTARA MALAYSIA

FINAL EXAM
SECOND SEMESTER SESSION 2009/2010

COURSE CODE / NAME : SBLE2042 SMALL GROUP COMMUNICATION
DATE : 19 APRIL 2010 (MONDAY)
TIME : 9.00 – 11.30 A.M. (2 ½ HOURS)
VENUE : DP 1/2

INSTRUCTION :

1. This booklet consists of THREE (3) sections in SIXTEEN (16) printed pages excluding the cover page.
2. Answer ALL questions.
3. All answers must be written in the question booklet.

FOR OFFICIAL USE ONLY

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

IDENTIFICATION CARD NO : ________________________________

LECTURER : ________________________________

GROUP : ________ TABLE NO : ________

DO NOT OPEN THIS EXAMINATION PAPER UNTIL INSTRUCTED

CONFIDENTIAL
SECTION ONE (40 MARKS)
You are advised to spend about 40 minutes on this section.

PART A (8 MARKS)
Answer all questions below.

1. Define the term, "a small group."

(4 marks)

2. Define the term, "social loafing"?

(2 marks)

3. State any FOUR (4) characteristics of a small group.
   i) _____________________________________________________________
   ii) ____________________________________________________________
   iii) ___________________________________________________________
   iv) ____________________________________________________________

(2 marks)

(_____ /8 marks)
PART B (8 MARKS)

Answer all questions below.

1. List the four steps of brainstorming.
   Step 1: ____________________________________________________________
   Step 2: ____________________________________________________________
   Step 3: ____________________________________________________________
   Step 4: ____________________________________________________________
   (2 marks)

2. State the THREE (3) things that a discussion format determines.
   i) ________________________________________________________________
   ii) ________________________________________________________________
   iii) ________________________________________________________________
   (3 marks)

3. What are the THREE (3) objectives of a panel discussion?
   i) ________________________________________________________________
   ii) ________________________________________________________________
   iii) ________________________________________________________________
   (3 marks)

   (_______/8 marks)
PART C (8 MARKS)

Answer all questions below.

1. Explain briefly by giving TWO (2) reasons why a roundtable discussion symbolizes democracy.
   i) ____________________________________________
   ____________________________________________
   ii) __________________________________________
   ____________________________________________
   (4 marks)

2. Describe how audience is allowed to ask questions to discussants in a colloquy.
   Give TWO (2) points.
   i) ____________________________________________
   ____________________________________________
   ii) __________________________________________
   ____________________________________________
   (4 marks)

   (________/8 marks)
PART D (8 MARKS)

Answer all questions below.

1. There are 10 reasons why managers hate meetings according to Mosvic and Nelson. Explain briefly any FOUR (4) reasons why managers hate meetings.
   i)  
   ii)  
   iii)  
   iv)  
   (4 marks)

2. Explain briefly TWO (2) differences between tell and sell leadership style.
   (4 marks)

(_______/8 marks)
PART E (8 MARKS)

Answer all questions below.

1. There are three types of roles in Small Group Communication according to Benne and Sheats. Provide FOUR (4) examples for each type of roles below:

   **Maintenance-oriented roles**
   i) ____________________________________________________________
   ii) __________________________________________________________
   iii) __________________________________________________________
   iv) ____________________________________________________________

   (4 marks)

   **Self-oriented roles**
   i) ____________________________________________________________
   ii) __________________________________________________________
   iii) __________________________________________________________
   iv) ____________________________________________________________

   (4 marks)

   (________/8 marks)

Total score for Section One: ________/40 marks
SECTION TWO (24 MARKS)
You are advised to spend about 40 minutes on this section.

PART A (4 MARKS)
Answer the question below.

Below are the 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.

a) “Don’t be afraid of me. I always value the opinions of my subordinates to help me make the right choice.”

___________________________________________________________________________

(1 mark)

b) “I’m sorry to tell you this, Mr. Florick that we are not used to arguing in such a manner with our boss and I hope you would consider to stop doing that to him. You are not in your country now but ours.”

___________________________________________________________________________

(1 mark)

c) “He can only see our ideas as immature and dumb. I wonder if he has ever seen our ideas as better than those.”

___________________________________________________________________________

(1 mark)

d) “I don't think what you said is funny. Rather, I think you intended to embarrass me, didn’t you?”

___________________________________________________________________________

(1 mark)
PART B (8 MARKS)

Read the diary entry of a member in a group below and answer the following question.

When I came to the meeting, I saw everybody was there and the meeting had already started. I knew I was late, so I apologized. My eyes were busy looking for a place to sit when I realized that all the comfy, well-cushioned chairs were already taken except for an old wooden chair that was obviously left for me. Though I was new in the club, they did welcome my participation in the discussion. However, whenever they asked for my opinion, all I could say were only, "Well...", "Hmm..." and "Err..." which after some time made them bored and ignore me. So, I was just quiet and watched them do all the talking. They seemed to run out of ideas after all the ideas given before didn't fit the project at hand. I don't know how suddenly an idea came into my mind. They were surprised when I opened my mouth and gave my brilliant idea. I judge this by their wide-opened eyes and mouths that curved into 'O' shapes when I was explaining. When I was done, they looked at each other and then nodded their heads. I knew it's a 'yes'. So, there was no more discussion after that since the problem had finally been settled and I was proud it was done by me after all: this blonde in pink sweater with her big glasses on. What an old stereotype! The saying, "Don't judge a book by its cover" proved just right.

Based on the diary entry above, classify the non-verbal communication that you can identify into types (dimensions), and then provide one example for each type from the diary entry.

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

(8 marks)

(_____/8 marks)
PART C (12 MARKS)

Read the meeting transcript below and answer the following question.

Mei Ling : I managed to get a booth at the carnival and as you all know the carnival will start on 15 June next month. There will be around 200 companies to join the carnival.

Karim : What a huge event.

Jason : Kieran, can you handle the booth at the carnival?

Kieran : Actually, it's not that I don't want to be in charge of it but as you all know, my current health could be a problem and at this moment I need to rest a lot until I fully recover.

Jason : But you've come back for almost a year. I thought you were already fine.

Adam : Maybe Kieran can do it, but I think I can do it better. I used to do the same thing before and don't forget how much money it brought to this company.

Kieran : That's exactly what I'd expect you to say, Adam.

Jason : Okay, Adam. It's all yours then.

Adam : Thank you. I can assure you won't be disappointed.

Jason : Maybe Karim, you could help Adam?

Karim : What? Are you out of your mind? I don't cooperate with a person like him, understand?

Adam : It's okay, Jason. I could handle it myself.

Mei Ling : Adam, I can give you the details of the carnival later.

Adam : Thanks.

Jason : Kathy, have you been listening to this discussion?

Kathy : My silence did not mean I wasn't listening. Actually, I was contemplating what you all said.
From the above meeting transcript, what do you think is the obvious role played by each of these members: Jason, Mei Ling, Kieran, Karim, Adam and Kathy? Identify the particular utterance(s) of each member from the transcript to support your answer.

a) Jason
   Role: ____________________________
   Utterance(s): ________________________________
   ________________________________
   ________________________________
   (2 marks)

b) Mei Ling
   Role: ____________________________
   Utterance(s): ________________________________
   ________________________________
   ________________________________
   (2 marks)

c) Kieran
   Role: ____________________________
   Utterance(s): ________________________________
   ________________________________
   ________________________________
   (2 marks)

d) Karim
   Role: ____________________________
   Utterance(s): ________________________________
   ________________________________
   ________________________________
   (2 marks)
e) Adam
Role: ____________________________________________
Utterance(s): ________________________________________

(2 marks)

f) Kathy
Role: ____________________________________________
Utterance(s): ________________________________________

(2 marks)

(_______/12 marks)

Total score for Section Two: _______/24 marks
SECTION THREE (16 MARKS)
You are advised to spend about 40 minutes on this section.

Read the meeting transcript below and answer all questions.

Board of Directors of Adolph Cool Company is having a meeting in Executive Meeting Room 1 to discuss some issues.

Daniel : Good afternoon, everyone and welcome to your first meeting with me, your new CEO. Mary, do we have the required number of members for this meeting in the room?

Mary : Yes, we have the number we need and actually it's not the smallest number since we have one member more here.

Daniel : That is more than enough then which is good. Any apologies from those who are absent?

Mary : No, Sir.

Daniel : What disrespect for me! They should have informed their absence. Alright everybody, I hope you all have seen the agenda sent to you together with the notice of meeting by Mary last week. Thank you, Mary. As you can see on the agenda, there are a few things that I want to discuss today. As a new CEO, there should also be new policies. So, I've decided that as from now, there'll be no more increments.

(All members are surprised except for Daniel)


Daniel : You don't question me what I do! I do what I do and nobody tells me what to do. Is that clear to you?!

Andrew : Then I quit! I'm leaving!

(Andrew leaves the meeting)

Daniel : Anybody wants to join him? No? Good. We still have enough members for this meeting then. Okay, let's continue. Next issue: unpunctuality. This seems to be an ongoing problem. I wonder what the former CEO did to solve this problem or did he do anything about it?
Chris: He gave us a warning letter and until we got our third one, then only we would get a pay cut.

Daniel: I think that is not effective at all to make the employees disciplined.

Lisa: What if we give a warning letter only once or twice? I think three warning letters are too many to make employees realize that unpunctuality is serious.

Daniel: Well, I think no more warning letter this time but a straight pay cut for the day they are late.

Alex: Even if one is late for just one minute?

Daniel: Of course! Even less than one minute is counted. Well, we need to be strict to make people disciplined. What I can see is the first violation of the rule will lead to becoming a habit if early punishment is not given.

Chris: What if it's an emergency?

Daniel: That will be taken into consideration but it has to be proven. So, you all agree with the abolition of warning letters to late employees?

(Only Lisa raised her hand)

Daniel: I know most of you disagree but I will not follow the majority. Don't forget for the final decision, it has to be me to make. Anyway, I appreciate your ideas. The next thing I want to discuss is maternal leave. As you all know, three months with pay are given for maternal leave. I want to make some amendments: only two months are given this time, and the first month is with pay and as for the second month, it is without. What do you all say?

Taylor: Maybe for a caesarean, more than two months are needed for it to be healed up. Besides, it costs quite a lot for a caesarean. If the mother has some problem with her pregnancy, maybe she needs to take leave earlier than expected. I think we need to give the mother three months for the period of maternal leave and...with pay for all the months.

Daniel: You don't make decisions on behalf of me, Taylor. But I make them myself.

Taylor: But...

Daniel: If you are not happy, you too can join Andrew. Understood?
Taylor: Yes, sir.

Daniel: You all should look at the bright side of it. The idea is a good help to solve the overpopulation problem in this country. What do you think, Taylor?

Taylor: I couldn't agree more.

Daniel: Lucky I'm the only child in my family and obviously my family is not a contributor to the problem. Alright, there's one more thing to discuss in this meeting. The smart card readers will be replaced by biometric finger readers.

Lisa: At all departments?

Daniel: Yes, of course. There is lack of security in the building and I have to do something. This is the best solution.

Alex: How can it ensure that security is maximized?

Daniel: Well, look, any outsider can get into the building if he has a stolen staff card of one of the employees or if he gets the card cloned and uses it.

Chris: So, do we need to return our staff cards?

Daniel: There is no need for that. You can still keep the card for identification but it will not be used to enter this building but your right thumb. Any more questions? Mary, is there anything I forgot to bring up in this meeting?

Mary: Yes, the childcare issue, Sir.

Daniel: Oh, that. It's written on the agenda. I didn't see it. Okay, the suggestion for providing a childcare centre by this company will have to be evaluated further and I will inform what can be done about it maybe in the next meeting. So, anybody needs to say anything? If there's none, then I announce this meeting is adjourned. Good day, everyone.
PART A (8 MARKS)

Based on the meeting transcript above, answer the following questions below:

1. What is the minimum number of members that should be present for the meeting to have a quorum? What would happen to the quorum and meeting if Taylor also left the meeting? Give THREE (3) points for this.

   (4 marks)

2. What would happen if Mary did not prepare the agenda prior to the meeting? Give FOUR (4) points for this.

   (4 marks)

(______/8 marks)
PART B (8 MARKS)

Based on the meeting transcript above, answer the following questions below:

1. What type of leader do you think Daniel is? Do you think Daniel is a well-liked or not well-liked leader? Give THREE (3) reasons why Daniel is a well-liked or not well-liked leader.

   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________

   (4 marks)

2. What do you think are the TWO (2) advantages and TWO (2) disadvantages of Daniel's leadership style?

   Advantages
   i) ____________________________________________________________
   ____________________________________________________________
   ii) ____________________________________________________________
       ____________________________________________________________

   (2 marks)

   Disadvantages
   i) ____________________________________________________________
       ____________________________________________________________
   ii) ____________________________________________________________
       ____________________________________________________________

   (2 marks)
Total score for Section Three: _______/16 marks

END OF QUESTION PAPER