FINAL EXAMINATION
FIRST SEMESTER 2011/2012 SESSION

COURSE CODE / NAME : SBLE2043 / SMALL GROUP COMMUNICATION
DATE : 31 DECEMBER 2011 (SATURDAY)
TIME : 9.00 AM – 11.30 AM (2 ½ HOURS)
VENUE : DSB K.TM

INSTRUCTIONS :
1. This question booklet contains 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.

FOR OFFICIAL USE ONLY

| SECTION ONE | 40 |
| SECTION TWO | 24 |
| SECTION THREE | 16 |
| TOTAL | 80 |

Name of Examiner : 

MATRIC NO. : ____________________________
(in words)

IDENTIFICATION CARD NO. :

INSTRUCTOR : ____________________________

GROUP : □

DESK NO. : ___________  

DO NOT OPEN THIS QUESTION BOOKLET
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, “grouphate.”

   (2 marks)

2. Define the term, “interpersonal communication.”

   (2 marks)

3. State any FOUR (4) factors that constrain interpersonal communication in a group.

   i)  

   ii)  

   iii)  

   iv)  

   (4 marks)

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

Answer all questions below.

1. List any TWO (2) purposes of primary group.
   i) 
   ii) 
   (2 marks)

2. Give THREE (3) examples of groups for secondary group.
   i) 
   ii) 
   iii) 
   (3 marks)

3. State THREE (3) interpersonal needs why people join a group.
   i) 
   ii) 
   iii) 
   (3 marks)
   (______/8 marks)
PART C (8 MARKS)

Answer all questions below.

1. List and explain **TWO (2)** types of communication involved in a small group.
   i) ______________________________________________________________
   ii) ______________________________________________________________
   (4 marks)

2. State the ideal size of a small group. Explain by giving **TWO (2)** reasons.
   i) ______________________________________________________________
   ii) ______________________________________________________________
   (4 marks)

   (_______/8 marks)
1. Explain briefly by giving TWO (2) ways how commitment to fair play could avoid conflicts in a small group.

   i) ______________________________________________________________________

   ii) _____________________________________________________________________

   (4 marks)

2. Describe briefly by giving TWO (2) reasons why commitment to preparation is needed in a small group.

   i) ______________________________________________________________________

   ii) _____________________________________________________________________

   (4 marks)

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

Answer all questions below.

Researchers Benne and Sheats identified that there are some roles that people frequently play in a small group. Provide TWO (2) characteristics for each type of role below:

a) Coordinator
   i) 
   ii) 
   (2 marks)

b) Energizer
   i) 
   ii) 
   (2 marks)

c) Gatekeeper
   i) 
   ii) 
   (2 marks)

d) Playboy
   i) 
   ii) 
   (2 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 (6 MARKS)

Answer all the questions below.

Below are the utterances that represent the general roles of members in a small group discussion. Identify the role described by each utterance and write it in the space provided.

a) “Let us start the meeting if we have enough people to make decisions. The late comers may pick up the points they miss at the end of the meeting.”

Role: ________________________________

(1 mark)

b) “Oh! Come on, don’t be upset, everyone. If the boss doesn’t agree to 10% raise in salary, we ask for 20%. If it doesn’t work, we do the Happy Feet Penguin Dance. He!he!”

Role: ________________________________

(1 mark)

c) “Research says that workers experience mental and physical exhaustion after the second trimester.”

Role: ________________________________

(1 mark)
d) “Eewww... it is boring! This project won’t benefit us. I don’t want to contribute to something I know will definitely fail. It will fail.”
Role: _____________________________
(1 mark)

e) “That’s really a good idea. I will definitely support you to ensure its success. You can count on me.”
Role: _____________________________
(1 mark)

f) “My notes earlier state that the secretariat will mail the invitation letters to all participants.”
Role: _____________________________
(1 mark)

(_____/6 marks)
PART B (8 MARKS)

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

There was a memo on my desk when I arrived at the office this morning. The memo said, “Tan Sri Amin wants to see you tomorrow at 11 a.m. in his office. Don’t be late...or you’ll be sorry.” It was signed by June. That’s today!

So, here I am...in his building. I am fifteen minutes early. I just don’t want to screw up this opportunity to meet this mysterious tycoon. To begin with, I am impressed by the exquisite and extravagant setting in the lobby. The soft purplish paint adds value to the grand room. It speaks the fine characters of the owner.

I am ushered into the meeting room. There are four other people sitting across each other, leaving the two chairs at the extreme ends empty. All of them turn and smile warmly towards me before we shake hands. I feel so out of place since I am the only one wearing suit. I’ve picked my best suit for the occasion. In contrast, all of them are wearing jeans and t-shirts. Perhaps, because it is Saturday and they just work half a day. They look so comfortable and relax too.

I hear footsteps approaching. Sure and confident. It must be the man I am here to see. Automatically, I plant a smile on my face. Tan Sri Amin’s smile is brighter. He looks at me straight in the eyes. “Hello, how are you?” comes the friendly note. Surprisingly, it helps to put me at ease. The rest is history.

The meeting ends well.

Based on the diary entry above, classify the non-verbal communication that you can identify into types (dimensions). Provide ONE (1) example for each type for the diary entry.

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

(_____/8 marks)
PART C (10 MARKS)

Read the meeting transcript below and answer the following questions.

Lea : We are going to organize a language carnival in December. Therefore, I need inputs from all of you to make it a great success.

Haris : Why a language carnival? Why not a trip somewhere interesting?

Yoke Meng : That’s boring. It’s a primary school activity.

Wesley: Says who? I believe that a language carnival is for all walks of life.

Munni : I prefer going to Tioman Island for a holiday.

Yoke Meng : Uhhh!! Where’s your brain?! We are talking about December and you are suggesting Tioman Island?

Munni : Oh yeah? If you’re too smart, why don’t you come up with a better idea? I was just saying....

Wesley: Hey, you two. Calm down. Let’s make the discussion a peaceful one.

Lea : I’m your leader. I choose to have a language carnival. Do not question me. I want Haris to be in charge of sponsorship.

Haris : Errr....but boss, I don’t have a good social network. I don’t know where to begin.

Lea : I am sure you will find ways to do it. This is the chance for you to meet people and develop a good social network.

Harris : Well, what can I say? You do have a point there.

Lea : Now, the secretary. Who can be the secretary?

Munni : Hah! A secretary is always a woman.

Haris : Anyone can, as long as that person is a good note-taker.

Yoke Meng : Yes, I agree with that.
From the meeting transcript, what are the factors that constrain interpersonal communication between Lea, Haris, Yoke Meng, Wesley and Munni? Identify the particular utterance(s) of each member from the transcript to support your answer.

a) Lea
Factor : ________________________________________________
Utterance :
______________________________________________________________________
(2 marks)

b) Haris
Factor : ________________________________________________
Utterance :
______________________________________________________________________
(2 marks)

c) Yoke Meng
Factor : ________________________________________________
Utterance :
______________________________________________________________________
(2 marks)

d) Wesley
Factor : ________________________________________________
Utterance :
______________________________________________________________________
(2 marks)
e) Munni

Factor : ____________________________

Utterance : ____________________________

(2 marks)

( _______ /10 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.

A cheerleading squad, named First Warriors, is having a meeting in a gymnasium at James Morrison High School.

Lily : Gather up, everyone! Before we start practising today, let's have a little discussion. As we all know, we're going to participate in the National High School Cheerleading Championship and we have already sent our entry form. We need to lay out some strategies to win the competition. Does anyone have any suggestion?

Louis : I think we need to come up with some new steps. Maybe we can add some popping, krumping, hip hop...there should be a variety in the choreography.

Lily : Good idea. I think we should use the steps you'd come up with for the competition, Louis- the krumping moves you showed us last week were just amazing.

Maggie : But I don't krump. Krumping is too aggressive and harsh. We need to perform a cheerful dance routine. Remember, we are CHEERleaders.

Jake : We don't have much time to practise new steps. Let's just do the usual routine- front handspring, back handspring, cartwheel, step-out, round-off.

Louis : Come on...we can't just do the usual, girly, boring dance moves. Making a difference will probably impress the judges.

Lily : Yeah. We need to impress the judges by showing that we're capable of doing a lot of things. We have two weeks before the competition. If we work really hard, we can make it to national. What do the rest of you think?

Alice : I agree. We can't give up too easily.

(Louis and Nicky nod their head)

Lily : Good. What about you, Maggie? Will you krump? And you, Jake?

Maggie : In your dreams!
Jake : For a change in the routine? Only in your own sweet dreams too!

Louis : If I were you, Lily, I will make sure all these people just agree with my decision. I don't trust they know as good as I do about things. I'd just tell my squad what I want and that'd be it. No middle ground.

Lily : Well, I am who I am and this is my way. I prefer for us all to be in agreement.

Louis : Sure. Well, there are only two of them against us, so they'll have to do it anyway.

Lily : There goes my way again- the larger number will win. Anyway, Alice, can you be on top of the pyramid?

Maggie : What? That's my place! I've always been on top of the pyramid. I want to be thrown into the air. Why are you replacing her for me?

Lily : You have missed the practise since your ankle got injured and Alice has been practising the pyramid and she's doing great.

Jake : I don't want Alice to stand on my shoulder. She is too heavy. The last time we practised, my shoulder hurt so much. I prefer Maggie.

Alice : Are you saying that I'm fat? How dare you! This is so sensitive. You'd better watch your back, Jake!

Jake : Oh, really? What're you going to do?

Lily : Guys, break it. It's not the time for any conflict in the team now. Right now, we all have to work together for the competition to win it. Don't forget, our scholarship depends on it. Surely, we don't want to lose it, right? So, this is about winning. Is everyone in favour of winning?

(Everybody is silent and some members nod their head)

Nicky : What about our uniform? Are we going to wear the same, old outfit?

Lily : Good question. I guess we need a new uniform, don't we? I think we can get the twelve pieces done in two weeks. We had had them done in just five days before and they were perfect. Of course, they'll have more time this time. What do you guys say?

Alice : You are right. Actually I have some designs for the uniform. I'll show them to you all tomorrow and you can decide which one is good for us.
Lily : Good. So, I guess we're all of the same mind about the uniform?

(Nicky, Alice and Louis nod their head)

Maggie : I don't know. Perhaps my 'mind' is just different.

Jake : Mine too. I should see the designs first. Maybe they are just pathetic artwork.

Alice : This is really your talent, Jake. You have a good way of getting on people's nerves!

Louis : What about the song for our choreography? Should we use the same song?

Lily : Anybody has any suggestion?

Nicky : I think we should use some catchy song with a little bit of hip hop elements to match our new moves. You know, something that can make us feel like jumping around...

Jake : And hanging from a tree to another? It's really a 'monkey business.' Halha!

Louis : Then, what's your suggestion?

Jake : Well...hmm...actually I have no suggestion.

Louis : We have to seriously decide on the song. We'll get marks for song selection. It should match our moves. Let's be specific and choose one song. I believe you all have brilliant ideas stored in your brain. You just need to let them out.

Nicky : What do you say if we take J. Lo's featuring Pitt Bull's, "On the Floor"? The beat is just perfect to help us bring it all together- there is a combination of R and B, rock and hip hop.

Lily : Sounds good, Nicky.

Alice : I agree.

Louis : We will definitely rock the stage with the song!

And so the discussion continues...
PART A (8 MARKS)

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

1. What would be the type of decision-making if Maggie and Jake did not play the role as blockers? What do you think could be the **TWO (2)** advantages of that type of decision-making?

   i) ____________________________________________________________

   _________________________________________________________________

   ii) ____________________________________________________________

   _________________________________________________________________

   (3 marks)

2. How would it change the decision-making style if Louis was the leader of the group? Explain briefly by giving **TWO (2)** points how it would affect the group members and the decision if that decision-making style was exercised by Louis.

   i) ____________________________________________________________

   _________________________________________________________________

   ii) ____________________________________________________________

   _________________________________________________________________

   (3 marks)
3. How could the other members' satisfaction occur if Maggie and Jake were not in the group? Explain this briefly by giving TWO (2) points how it would affect the members' satisfaction towards the discussion.

(i) __________________________________________________________________________

(ii) __________________________________________________________________________

(2 marks)

PART B (8 MARKS)

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

1. What type of leader do you think Lily is? Take THREE (3) utterances of Lily from the meeting transcripts to support your answer.

i) __________________________________________________________________________

ii) __________________________________________________________________________

iii) __________________________________________________________________________

(4 marks)
2. What type of leader do you think Louis would be if he was the leader? What do you think would be his characteristics as that kind of leader? Explain this briefly by giving THREE (3) characteristics.

i) ________________________________________________________________

ii) ________________________________________________________________

iii) ________________________________________________________________

(4 marks)

(______ /8 marks)

Total score for SECTION THREE: ______/16 MARKS

END OF QUESTION BOOKLET