



PAPUA NEW GUINEA UNIVERSITY OF TECHNOLOGY

DEPARTMENT OF COMMUNICATION & DEVELOPMENT STUDIES

CD 227: EFFECTIVE COMMUNICATION & ETHICS IN THE WORKPLACE

SEMESTER 2 EXAMINATION

DATE: 23RD OCTOBER, 2020

TIME: 12:50 am – 3:50 pm

VENUE: RKL1 & RKL2

MARKS: 100

WEIGHTING: 40%

SUBJECT EXAMINER: MRS. LUCY MAINO

INSTRUCTIONS:

1. Write your Student ID No., Name, Subject Code, Course of Study (Effective Communication & Ethics in the Workplace) & Year of Study (eg.BACD/2), and Tutor's Name on the ANSWER BOOKLET. DO IT NOW!
2. You have 10 minutes reading time and 3 **Hours** to do the **EXAM**.
3. There are **5 SECTIONS** with **35 QUESTIONS** in this exam. You are required to answer **ALL** questions. The marks are indicated next to each question. Write ALL answers to the questions in the **ANSWER BOOKLET** provided. No additional material will be attached to the answer booklet.
4. **NO ELECTRONIC DEVICES, MOBILE PHONES and BAGS** are allowed in the room. ONLY your stationery (i.e. ruler, biros) is allowed. Place your ID card next to you to be checked by the Exam Invigilator.
5. **RULE a line** through any mistakes; correction fluid is not allowed. No additional papers will be provided; you are to use the blank side of the exam sheets for rough work.
6. Check that you have **pages numbered 1 to 10 on your Exam Paper**. The Exam contents are as follows:

SECTION	QUESTION NOS.	PAGE NOS.	MARKS
1. Multiple Choice	1-25	1-6	25
2. Concepts and Definitions	26	7	20
3. True and False	27	7	10
4. Short Answers	28-33	7 - 9	20
5. Skills Application	34 - 35	9 - 10	25
TOTAL			100

SECTION 1: MULTIPLE CHOICE QUESTIONS

(25 MARKS)

Choose the correct answer to each of the questions 1 to 25 by writing the letter A, B, C or D in the blank spaces provided in the EXAMINATION ANSWER BOOKLET.

QUESTION 1

Communication in the workplace involves;

- A. effective communication skills amongst employees.
- B. conforming to the hierarchy prescribed by the organization.
- C. building and keeping the organizational network moving towards set outcomes.
- D. interpersonal communication between colleagues, superiors and subordinates and vice versa.

QUESTION 2

Which of the alternatives given is not the duty of a Minute-Taker in a meeting?

- A. Write the meeting minutes promptly.
- B. Control discussions in the meeting.
- C. Plan the meeting.
- D. Time all items of discussion.

QUESTION 3

There are individuals that form a group. Simbu Staff & Students Association of Unitech comes under which group?

- A. Ethnic group.
- B. Professional group.
- C. Fellowship group.
- D. Career group.

QUESTION 4

What is important in team-building?

- A. Effective listening.
- B. Respecting one another.
- C. Effective communication.
- D. Responding appropriately.

QUESTION 5

Which alternative contains the four main items in the heading segment of a memo?

- A. Date, time, caller's number and name.
- B. Name and job title of receiver of message, name and job title of sender of message, date when memo was written and what the memo is about.
- C. Message, name and job title of sender of message, date message is sent, and what the memo is about.
- D. Date and time, action to be taken, name and job title of receiver of message and sender's name.

QUESTION 6

No matter how big or small the company is, ethical behavior is important in the workplace. Which of the following is not true about ethical behaviour?

- A. Promote positive personal and interpersonal behaviours.
- B. Uphold fundamental responsibilities and accountabilities.
- C. Improve and enhance continued excellence and professionalism.
- D. Promote self-preservation and nepotism.

QUESTION 7

You are the secretary of the company and are responsible for receiving incoming telephone calls.

Which of the following is the best order of conversation with the client?

- A. Introduce your name, ask for his/her name and begin with the conversation.
- B. Ask who is calling you, organization he/she is calling from and begin the conversation.
- C. Greet the caller, introduce your name, the organization's name and begin the conversation.
- D. Greet the caller, ask for his/her name, the organization he/she is calling from and then begin the conversation.

QUESTION 8

Which of the following is a characteristic of a psychological communication theory framework?

- A. Sharing of thoughts and feelings with others.
- B. Individual interpretation of same information.

- C. Transfer of information from the sender to the receiver.
- D. Means used to establish one's power and authority among other individuals.

QUESTION 9

Good communication is governed by rules. Which list contains a rule that governs good communication?

- A. Match your medium to your message with less care.
- B. Good communicators make good workers in the workplace.
- C. Encourage organizations to improve all types of communication.
- D. Be clear in your own mind about what you want to communicate.

QUESTION 10

Which of the alternatives below contains the definition of a solicited letter?

- A. A letter written in relation to an advertised position.
- B. A letter providing proof of the receipts of specific documents and requests.
- C. A document from a person of power authorizing someone to do something.
- D. A cover letter accompanied with a letter of purchase order requesting to buy some items.

QUESTION 11

What are the details that need to be taken note of when talking about future transactions over the telephone?

- A. Name, address and phone number.
- B. Company's name, address and phone numbers.
- C. Caller's name, main message and phone number.
- D. Main message, name of the company and number.

QUESTION 12

A 'motion' in a formal meeting refers to:

- A. The waving of decisions in the meeting.
- B. Formal moving of decisions at a meeting.
- C. Formal minute for discussion at a meeting.
- D. Formal proposal for discussion at a meeting.

QUESTION 13

The workplace is guided by _____ that each employee has moral (legal) obligations to it.

- A. Ethical values
- B. Ethical standards
- C. Professional behaviors
- D. Expected sets of conduct

QUESTION 14

What letter will you be sending if you were to send a letter to a potential employer that may be hiring but have not listed a specific job opening to apply for?

- A. Solicited letter.
- B. Transmittal letter.
- C. Prospecting letter
- D. Authorization letter

QUESTION 15

Before the interview, what must you do as an interviewee?

- A. Be at the appointed venue in good time.
- B. Contextualize the job you are applying for.
- C. Dress appropriately.
- D. Thank the panel, addressing the Chair for the opportunity.

QUESTION 16

Which of the following is the benefit of team communication?

- A. Identity and cohesion
- B. High engagement
- C. Strong performance
- D. All answers are correct

QUESTION 17

The two broad world views that generally influence people's opinions towards ethics and morality are _____ and _____.

- A. capitalism, naturalism
- B. theism, naturalism
- C. capitalism, theism
- D. Shintoism, Buddhism

QUESTION 18

During the negotiation process in solving conflicts, which of the following should be avoided?

- A. Use the most effective language of communication
- B. Listen well during the discussion
- C. Use open body language
- D. Inform the bereaved that the process is on record.

QUESTION 19

Communication is a process. Which order best represents the communication process?

- A. Message, source channel and receiver.
- B. Source, message channel and receiver.
- C. Source, channel, message and receiver.
- D. Channel, source, message and receiver.

QUESTION 20

There are six different stages of development a team goes through. Which of the following best reflects the '*storming stage*'?

- A. Moving away from the group.
- B. Communication between members.
- C. Improvement in ways of doing things
- D. Presentations of alternate points of view

QUESTION 21

What is important in team-building?

- A. Effective listening.
- B. Respecting one another.
- C. Effective communication
- D. Responding appropriately

QUESTION 22

Which of the following alternatives does not come under 'norming stage' in team building?

- A. Problem solving.
- B. Improvement of plans.
- C. Development or extension of skills.
- D. Discussion of problems or concerns.

QUESTION 23

Which of the following is a characteristic of a mechanistic communication theory framework?

- E. **A.** Sharing of thoughts, feelings with others.
- F. **B.** Individual interpretation of same information.
- G. **C.** Transfer of information from the sender to the receiver.
- H. **D.** Means used to establish one's power and authority among other individuals.

QUESTION 24

A dispute arises when two or more people perceive that their interests, needs or goals are _____.

- A. incomplete
- B. insecure
- C. incompatible
- D. incompetent

QUESTION 25

The fulfilment of visions, missions, and strategic plans of an organisation are possible when there is genuine ethical commitment, _____, _____, and diligent monitoring and evaluation.

- A. moral responsibility, heightened nepotism
- B. moral happiness, heightened accountability
- C. moral happiness, heightened respect
- D. moral responsibility, heightened accountability

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SECTION 2: CONCEPTS AND DEFINITIONS

(20 MARKS)

Write the definitions to the concepts given below in only 'one sentence'. Write your answers in the ANSWER BOOKLET.

QUESTION 26

(2 marks each)

- (a) Value Conflict
 - (b) Moral Law
 - (c) Naturalism
 - (d) Intra-personal Conflict
 - (e) External Communication
 - (f) Interpersonal Communication
 - (g) Internet
 - (h) Client
 - (i) Task-Related Roles
 - (j) Ethics
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SECTION 3: TRUE AND FALSE

(10 marks)

QUESTION 27

Write True or False for the statements below. Write your answers in the ANSWER BOOKLET.

- (a) During the negotiation stage in conflict resolution, you must use the most effective language of communication.
- (b) File Transfer Protocol is a technique for transferring files between computers on the Internet.
- (c) External communication regulates and encourages productivity within an organization.
- (d) Transferring of information from the sender to the receiver comes under the Social Communication Theory Framework.
- (e) Not All motions, whether resolved or lost, are recorded in the minutes.
- (f) When writing your resume, the number of pages required is unlimited.
- (g) A formal meeting is an example of team communication.
- (h) Grapevine communication builds a strong bond among organizational groups.
- (i) Symbolic gestures are not a method of communication.
- (j) A 'team' and a 'group' have the same definition.

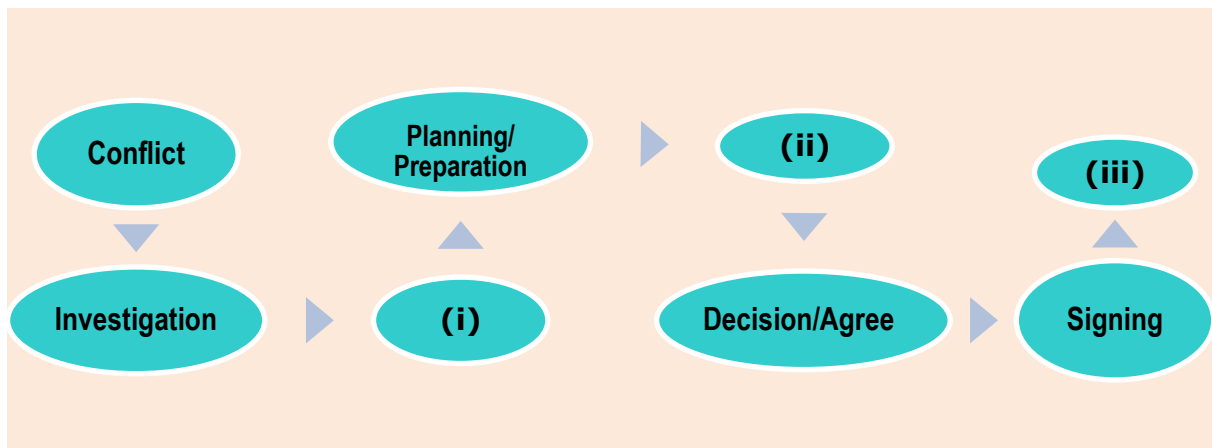
SECTION 4: SHORT ANSWERS

(20 MARKS)

QUESTION 28

Study the collaborative conflict resolution process below and fill in the numbered circles with the correct word. **Write your answers in the ANSWER BOOKLET.** (3marks)

Collaborative Conflict Resolution Process



QUESTION 29

The most effective conflict resolution is one that is *proactive*. In PNG, it is unfortunate that resolutions are merely reactive. What does the phrase, **merely reactive**, mean to you? Give an example of a reactive conflict resolution in a paragraph of **no more than 5 sentences**. Write your answer in the ANSWER BOOKLET (5 marks)

QUESTION 30

During the negotiation stage in conflict resolution, the most effective language of communication must be used. There are several other things that must be done. Write down any three of these things. **Write your answers in the ANSWER BOOKLET.** (3 marks)

QUESTION 31

There are five stages of team development. The first stage is the **forming stage**. Name the other four stages in the correct sequence. **Write your answers in the ANSWER BOOKLET.** (4 marks)

QUESTION 32

Identify one type of media that is used in PNG and list a contentious issue that arises with the use of this media. **Write your answer in the ANSWER BOOKLET.** (2 marks)

QUESTION 33

Using the backdrop of ethics and morality, analyse the PNGUOT Vision Statement below and discuss one observation as to whether students, staff, and other members of the PNGUOT community are contributing towards achieving this Vision. Write your answer in the ANSWER BOOKLET. (3 marks)

PNGUOT Vision Statement

'The Papua New Guinea University of Technology will be the leading innovative, entrepreneurial and student-centred University, contributing to a knowledge-based society in PNG and the South Pacific'.

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SECTION 5: SKILLS APPLICATION

(25 MARKS)

QUESTION 34

(10 marks)

Scenario 1: Team Building

You have been placed in charge of a group of people who you have been informed are very keen on learning the art of taekwondo. You possess a black belt in the art itself and have found out that a few of the people have a little experience in the art; two people, a male and a female possess yellow belts, and the rest are beginners. You also were informed that the group easily gets distracted, treat each other with suspicion and envy, and have taken much longer to learn the basic skills of the art than the other groups. Several instructors like you have come and gone, frustrated with the group, and never really got off the ground in training them. As a person determined to make a difference, you have taken on the challenge. **Describe the approach you would take in a paragraph in no more than five sentences.** Write your answer in the ANSWER BOOKLET.

QUESTION 35

(15 marks)

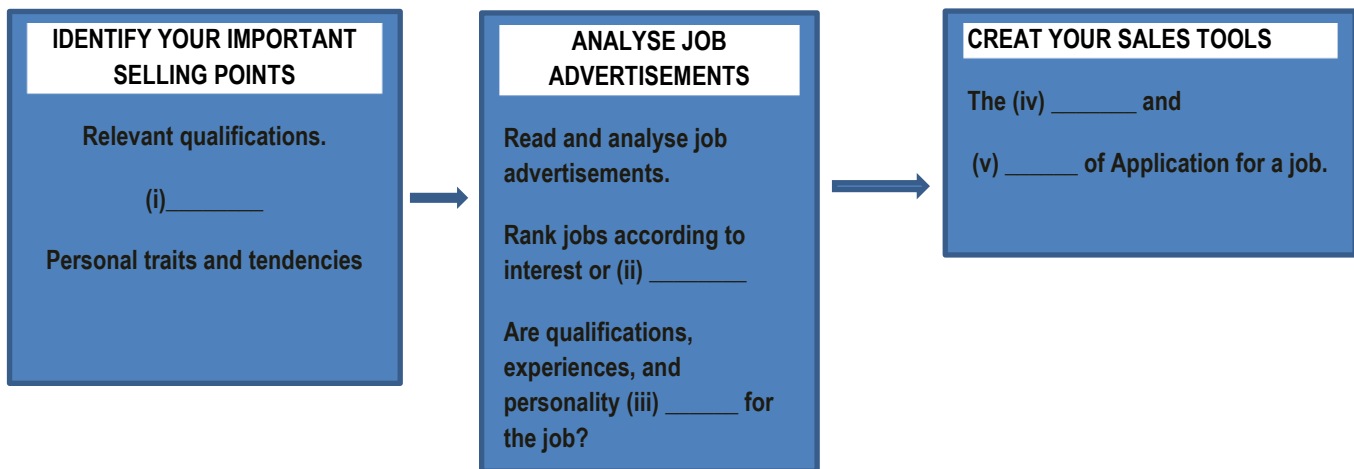
Scenario 2: Job Search

Imagine, you a member of the Greenpeace PNG and have been shortlisted for an interview with the Environmental Monitoring Section at the Ramu Nickel Mine. You are a Graduate Mining Engineer and have applied for the position of Chief Scientist – Environmental Monitoring at Ramu Nickel. You understand that Ramu Nickel has its main goal as a profit-making organization and your training as a Mining Engineer would be an asset to the company’s operations. During the interview, you were asked to respond to this interview question ‘Greenpeace advocates heavily against environmental damage. How then would you want to work with a company such as Ramu Nickel who may possibly advocate against the work of Greenpeace PNG?’

Source: Maino, L. (2020). *Scenario*. CDS Department: PNG Unitech.

a) Using the details given in the scenario, write your response to the interview question in a paragraph in no more than five sentences. Write your answer in the ANSWER BOOKLET. **(10 marks)**

b) Below is a flow diagram showing the steps you took to eventually arrive at the interview. Write down the items that are missing in the flow diagram. Write your answers in the ANSWER BOOKLET. **(5 marks)**



..... **End of Examination**.....