

DEPARTMENT OF INFORMATION AND MEDIA TECHNOLOGY
SCHOOL OF INFORMATION AND COMMUNICATION TECHNOLOGY
FEDERAL UNIVERSITY OF TECHNOLOGY, MINNA
FIRST SEMESTER 2011/2012 SESSION EXAMINATION
MCT 213: ORGANISATIONAL COMMUNICATION

INSTRUCTION: ANSWER QUESTIONS ONE AND ANY OTHER THREE.

TIME ALLOWED: TWO HOURS

1. Using a model of your choice, explain the process of interpersonal communication in an organization.
2. Explain any four consequences of communication breakdown in an organization.
3. With the aid of practical examples, discuss any four problems associated with formal communication channels in an organization.
4. Explain any three ways you think "management by wandering about" contributes to the motivation of staff in an organization.
5. Discuss any four communication barriers in a formal organization like FUT Minna.
6. What do you understand by credibility? State and explain four factors that contribute to sender credibility in organizational communication.