



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF MEDIA & GRAPHIC DESIGN

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF JOURNALISM AND MASS COMMUNICATION
(YII, SII)

BMC 4209: INTRODUCTION TO INTERPERSONAL COMMUNICATION

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2015

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of **TWO** Sections A & B.
 - Section A is **Compulsory**.
 - Answer any other **Two** questions in Section B.
- This paper consists of Two printed pages*

SECTION A (Compulsory)

QUESTION 1

- a) Define interpersonal communication. **(2 marks)**
- b) Highlight **THREE** characteristics of interpersonal communication. **(6 marks)**
- c) Explain **THREE** characteristics of intrapersonal communication. **(6 marks)**
- d) Elaborate **THREE** ways in which one's life experiences influence how people interact with each other. **(6 marks)**
- e) Explain **THREE** approaches one can use to resolve conflict between two people. **(6 marks)**

- f) Highlight **TWO** importances of feedback in interpersonal communication. **(4 marks)**

SECTION B (Answer any Two Questions)

QUESTION 2

- a) Explain **FIVE** roles of interpersonal communication in formation of interpersonal relationships between people. **(10 marks)**
- b) Giving relevant examples, explain how **FIVE** elements of interpersonal communication influences how people interact with each other. **(10 marks)**

QUESTION 3

John and Ali have been having communication problems for the last three days.

- a) Explain how each can use **FIVE** nonverbal communication signals to enhance communication between them. **(10 marks)**
- b) Discuss **FIVE** methods or approaches of conflict resolution that can be used by the **TWO** above. **(10 marks)**

QUESTION 4

- a) Kate, an American and Imani, a Kenyan are friends. Discuss **FIVE** ways in which differences in cultures influence how they interact with each other. **(10 marks)**
- b) Giving relevant examples, describe **FIVE** intercultural barriers mentioned can be overcome for effective communication. **(10 marks)**

QUESTION 5

- a) Giving relevant examples, discuss **FIVE** principles of Uncertainty Reduction theory. **(10 marks)**
- b) Discuss how this theory can be used to enhance formation of relationships between two people. **(10 marks)**