



# TECHNICAL UNIVERSITY OF MOMBASA

---

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF COMMUNICATION STUDIES

**UNIVERSITY EXAMINATION FOR:**

**BACHELOR OF JOURNALISM & MASS COMMUNICATION**

**BMC 4209: INTRODUCTION TO INTERPERSONAL COMMUNICATION**

**END OF SEMESTER EXAMINATION**

**SERIES: APRIL 2016**

**TIME: 2 HOURS**

**DATE: Pick Date May 2016**

## Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **SIX** questions. Attempt question ONE (Compulsory) and any other TWO questions.

**Do not write on the question paper.**

---

### **Question ONE**

- a) Describe the Art of inter-personal communication skills (10 marks)
- b) List TEN (10) situations where interpersonal communication skills are applied (10 marks)

### **Question TWO**

- a) Outline any FIVE (5) ways to show emotion (5 marks)
- b) State any FIVE (5) ways to deal with emotions professionally (5 marks)

## **SECTION B: (ANSWER ANY TWO)**

### **Question THREE**

“ Perception is reality in the eyes of the beholder” Discuss (20 marks)

### **Question FOUR**

Discuss the analogy of interpersonal communication (20 marks)

### **Question FIVE**

Discuss the factors that reduce interpersonal effectiveness in communication (20 marks)