



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)