



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF COMMUNICATION STUDIES

UNIVERSITY EXAMINATION FOR:

BACHELOR OF JOURNALISM AND MASS COMMUNICATION

BMC 4209: INTRODUCTION TO INTERPERSONAL COMMUNICATION

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME: 2 HOURS

DATE: Pick Date December 2016

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

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

Do not write on the question paper.

Question ONE

- Explain 5 qualities of good feedback. (10 marks)
- You work very hard on an assignment for one of your classes. You are disappointed when you learn you received a “C” for the work, and you become angry as you walk to your professor’s office to talk about the grade. However, you realize that it’s best to communicate nondefensively with your professor. Using examples, describe how you can respond nondefensively on this issue? (10 marks)
- Discuss two types of communication climates. (10 marks)

Question TWO

Discuss 3 models of interpersonal communication. (20 marks)

Question THREE

- Discuss 5 functions of interpersonal communication. (10 marks)
- “The people we interact with on a regular basis influence our self-concept.” Justify this statement using the Pygmalion Effect theory. (10 marks)

Question FOUR

Reading and interpreting nonverbal cues is key in interpersonal communication. Using examples, discuss 5 categories of nonverbal communication. (20 marks)

Question FIVE

“Tomorrow I’m going to start a diet. It’s hard for me to imagine myself thin because I have always been overweight. My entire family is overweight except my brother. Many, many people have called me “fat” or “overweight” or “pig,” and I’m sick of it. I don’t have the guts to ask anyone out because I’m sure they’ll turn me down. My parents tell me not to worry about it and to concentrate on the person they know I am. But at school I’m called “Porky” ;that’s how others see me and that’s who I think I am. I know my parents won’t help me with my diet. Sometimes I can’t stand myself.”

With reference to the above:

- a. Explain term “self-concept”. (4 marks)
- b. Describe the writer’s self- image. (4 marks)
- c. Explain the 4 disadvantages of an unhealthy self-concept. (12 marks)