



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Social Sciences

UNIVERSITY EXAMINATION FOR:

BACHELOR OF BROADCAST JOURNALISM & BACHELOR OF JOURNALISM AND MASS
COMMUNICATION

HMC4209: INTERPERSONAL COMMUNICATION

SERIES: JANUARY 2025

TIME: 2 HOURS

DATE: Pick DateDec 2024

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

- a) Explain FIVE features of Interpersonal communication. (10 Marks).
- b) "Listening is an important skill in interpersonal communication ". Discuss any FOUR types of listening that affect interpersonal communication (8 Marks)
- c) Explain the difference between Impersonal communication and Interpersonal communication (6 Marks)
- d) Explain the following concepts as used in interpersonal Communication. (6 Marks)
 - i) Direct definition,
 - ii) Reflected Appraisal,
 - iii) Identity scripts

Question TWO

- a) Explain the following two perceptual processes in interpersonal communication. (10 Marks)
 - i) Primacy-Recency.

ii)Self-fulfilling prophecy,

b) Discuss any FIVE principles of interpersonal communication (10 Marks)

Question THREE

- a) Discuss the FIVE categories of conflicts likely to be experienced in interpersonal communication. (10 Marks).
- b) “Interpersonal perception is a continuous series of processes that blend into one another
“Explain the various stages involved in perception. (10 Marks)

Question FOUR

- a) “Listening is an important skill in interpersonal communication “. Discuss the various stages of effective listening. (10 Marks)
- b) Kate, an American and Imani, a Kenyan are friends. Discuss five ways in which differences in culture and gender influence how they interact with each other. (10 Marks)

Question FIVE

- a) Discuss the risks involved in self-disclosure in interpersonal communication and how the same can be overcome. (10 Marks)

John and Ali have been having communication problems for the last three days. (10Marks)

- b) Discuss FIVE styles or approaches of conflict resolution that can be used by the TWO above. (10 Marks)