



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of Communication Studies

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN MASS COMMUNICATION

HMC 4209: INTRODUCTION TO INTERPERSONAL COMMUNICATION

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2024

TIME: 2 HOURS

DATE: Pick DateDecPick Year

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 1 (Compulsory - 30 Marks)

- Explain the concept of self-concept in interpersonal communication. Discuss how self-concept and identity management can influence communication patterns in personal and professional settings. (10 marks)
- Describe the role of perception in communication. How can biases and stereotypes affect interpersonal interactions? Provide an example. (7 marks)
- Identify and explain three types of nonverbal communication, providing examples of how each can impact interpersonal communication. (7 marks)
- Discuss the importance of active listening in effective communication. What are two techniques that can improve listening skills? (6 marks)

Question 2 (20 Marks)

- a. Define communication climate. Compare and contrast supportive and defensive communication climates, providing examples of behaviors that create each type. (10 marks)
- b. Explain the concept of 'feedback' in communication. Why is feedback important, and how can it be used effectively in a group discussion setting? (10 marks)

Question 3 (20 Marks)

- a. Discuss how cultural norms and contexts influence communication practices. Provide two examples of cultural differences that may lead to misunderstandings in interpersonal interactions. (10 marks)
- b. Describe the stages of relational development. How can understanding these stages help in maintaining effective interpersonal relationships? (10 marks)

Question 4 (20 Marks)

- a. Analyze the role of nonverbal cues such as body language, facial expressions, and tone of voice in effective communication. How do nonverbal signals contribute to or hinder the communication process? (10 marks)
- b. In conflict resolution, what are the differences between negotiation and mediation? Explain two strategies that can be used to effectively manage conflicts in interpersonal settings. (10 marks)

Question 5 (20 Marks)

- a. Explain the concept of leadership in group communication. What are two leadership styles, and how can they impact the dynamics of group discussions? (10 marks)
- b. Describe the importance of empathy in interpersonal communication. How can showing empathy lead to more effective interactions, especially in a multicultural environment? (10 marks)