



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

**END OF SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF ARTS IN COMMUNICATION**

SEPTEMBER-DECEMBER 2025 TRIMESTER

CAMPUS: ROYSAMBU

DEPARTMENT: COMMUNICATION, LANGUAGES, AND LINGUISTICS

COURSE CODE: COM104

COURSE TITLE: INTERPERSONAL AND GROUP COMMUNICATION

EXAM DATE: TUESDAY 9TH DECEMBER 2025

TIME: 8:30AM-10:30AM

DURATION: 2 HOURS

INSTRUCTIONS

- Read all questions carefully before attempting.
- Write your **student number** on the answer booklet provided.
- Answer question **ONE and any other TWO** Questions
- All other PAC University examination rules and regulations apply

Question 1 (Compulsory) 30 marks

Assume that Terezah, a communication professional in a given company, has recently noticed that her coworkers are forming closer bonds by sharing their personal experiences. On the other hand, she has recognized that her fear of self-disclosure is creating a communication barrier that limits her interactions as a key component of effective workplace communication.

- i. From a communication perspective, describe three ways in which the fear of self-disclosure has impacted her interpersonal relationships at work (6 marks).
- ii. Illustrate two strategies she can use to manage her privacy boundaries while still maintaining connections with her colleagues (4 marks).
- iii. Using relevant examples, analyze any three core tenets of Muted Group Theory (GMT) (6 marks)
- iv. Using specific examples, illustrate three ways in which dominant systems marginalize certain social groups in contemporary communication contexts (6 marks).
- v. Using the theory in (iii above), evaluate four factors that influence teamwork in an organization (8 marks)

Section B: Answer TWO Questions

Question 2 (15 marks)

As the supervisor of operational groups at *Jambo Enterprises*, a large factory that specializes in footwear manufacturing, illustrate how your understanding of Tuckman's (1965) stages of group development cycle can improve team effectiveness and cohesion in the organization (15 marks)

Question 3 (15 marks)

The *NeoTech technologies* company developed a new smart home device; the team leader strongly favored a particular concept. Although a few experts privately doubted the device's practicality and market appeal, they all remained silent to maintain group harmony. As a result, alternative ideas are never discussed, and critical feedback is ignored. The team quickly agreed and moved forward with the leader's proposal. Months later, after the product was released, it was recalled due to functional flaws that could have been identified earlier if open communication and critical evaluation had been encouraged.

Using any five tenets of the Spiral of Silence Theory, demonstrates why important concerns were not timely addressed in this scenario (15 marks)

Question 4 (15 marks)

Assume you are the CEO of a consultancy firm that conducts many communication campaigns in the country. In the last one year, you have realized that your team has drastically reduced its efficiency due to unexplained collective pressure and loss of individual judgment from the group members.

Describe five ways in which the Groupthink Theory helps explain the dynamics that could be influencing the decision-making process in the scenario (15 marks)