



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

END OF SEMESTER EXAMINATION FOR THE DEGREE IN COMMUNICATION

JANUARY-APRIL 2026 TRIMESTER

CAMPUS: ROYSAMBU

DEPARTMENT: COMMUNICATION, LANGUAGES AND LINGUISTICS

COURSE CODE: COM104

COURSE TITLE: INTERPERSONAL AND GROUP COMMUNICATION

EXAM DATE:

TIME: DURATION: 3 HOURS

INSTRUCTIONS

- Read all questions carefully before attempting.
- **Answer question ONE and any other THREE Questions**
- All other PAC University examination rules and regulations apply

QUESTION 1 (Compulsory)

a) Imagine you are supervising a team where two members have a misunderstanding due to poor listening habits. Describe **two** specific listening strategies you would recommend to help them resolve their differences and improve collaboration. **(4 marks)**

b) In many Kenyan communities, everyday rituals such as greetings, sharing meals, or community gatherings play a significant role in interpersonal communication. Analyze **three** ways these rituals strengthen relationships and build trust among community members. **(6 marks)**

QUESTION 2

a) Self-disclosure is essential for developing deep interpersonal relationships. However, disclosing too much too soon can be problematic. Discuss **one** potential risks of inappropriate self-disclosure in a professional mentoring relationship. (3 marks)

b) A colleague confides in you about a personal challenge they are facing at home. As someone trained in interpersonal communication, elaborate on **two** characteristics of a helping relationship that you would demonstrate to support them effectively. (4 marks)

c) Trust is the foundation of any meaningful relationship. Propose **three** practical ways a team leader can build trust within a newly formed project team. (3 marks)

QUESTION 3

a) In a job interview, nonverbal cues often speak louder than words. Illustrate **two** nonverbal communication signals that could positively influence an interviewer's perception of a candidate. (4 marks)

b) Many people experience communication anxiety before public speaking or important meetings. Describe **three** techniques someone can use to manage this anxiety and communicate more confidently. (6 marks)

QUESTION 4

a) Tuckman's stages of group formation are commonly observed in team development. Using a real-life example of a student study group or workplace team. Explain **two** reasons why the storming stage is critical for team growth. (4 marks)

b) Leadership styles significantly affect group dynamics. Using a scenario, compare and contrast **autocratic** and **participative** leadership styles. (3 marks)

c) Ethical dilemmas often arise during group decision-making. Imagine you are part of a committee selecting a vendor for a university event, and one member proposes hiring their relative's company. Outline **three** ethical principles the group should apply to handle this situation appropriately. (3 marks)

QUESTION 5

a) Organizations rely on various communication networks to function effectively. Distinguish between **centralized** and **decentralized** communication networks, providing one advantage and one disadvantage of each in a team setting. (6 marks)

b) Inter-generational communication in the workplace can sometimes lead to misunderstandings. Explain how you can address any **two** potential sources of miscommunication between younger and older employees. (4 marks)