



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 2024 TRIMESTER

CAMPUS: ROYSAMBU

DEPARTMENT: COMMUNICATION, LANGUAGES AND LINGUISTICS

COURSE CODE: COM 202

COURSE TITLE: INTERPERSONAL AND GROUP COMMUNICATION

STUDY MODE: Blended

LECTURER: Dr. Tiziana Gori

INSTRUCTIONS

- ☐ Read the instructions and questions carefully before you write the answers.
- ☐ Answer question ONE and any other THREE questions
- ☐ ALL PAC University's examination rules and regulations apply

1. Each of us possesses several selves, and often these selves are quite different:

a. Define emotional intelligence

(3 marks)

b. With example(s) state the difference between the perceived cells, and the presenting self (4marks)

c. The Greeks has a say “know thyself.” Within the context of self-concept and disclosure (Johari Window), describe the significance of this statement. (5 marks))

d. In your own view, how do perception errors operate in making judgement about others behavior, especially when those others come from different social groups? illustrate your answers. (5marks)

e. In our morning spiritual exhortations, we have talked about Gods involvement in our lives. How have these exhortations helped you in your relationship with God and others? (3marks)

2. John knocked on the door of a friend’s house shortly after, the door swung open, and Peter in a rather husky and unfriendly voice invited him. From the tone of Peters voice, John hesitated at the doorway, not sure as to whether to enter or to excuse himself, and to make a hasty retreat. Research has shown that 39%of meaning is affected by vocal cues ...not the words but the way they are said.

A. state and briefly explain the vocal cues. (6marks)

B. Describe the three main nonverbal cues, and why you think they are considered so. (4marks)

3. The lecturer divided his class into groups of five to discuss a topic which formed part of the lesson to be learnt that Friday afternoon. He was intentional that they do a discussion. The students preferred discussions in the afternoons to a lecture method, citing several reasons for that preference. One of the reasons being that it was difficult to stay awake, thus affecting their concentration and perception.

A. Define perception (2mks)

B. Mention and describe the four factors that influence perception (8mks).

4. Being open to change and diversity as a communicator is significant in the hearing/listening argument.

a. Explain your understanding of the significance of the above statement in an inter personal communication activity (3mks).

b. why is it important as a cross –cultural person to hear the other person out? (3mks)

c. Describe the likely destructions to listening in an inter personal communication (4mks)

5. Supposing you desire to form a group to help run a small project of raising funds for the needy students in a high school within the nearby town. A close friend suggests the Tuckman's model to you which provides five stages of group formation. Name the five stages and state their significance in the life of the group.

(10mks)