

**W1-2-60-1-6**

**JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY**

**University Examinations 2018/2019**

**FIRST YEAR FIRST SEMESTER EXAMINATION FOR THE**

**DEGREE OF BACHELOR OF CORPORATE COMMUNICATION**

**HCC 2102: INTERPERSONAL COMMUNICATION**

**DATE: DECEMBER, 2018 TIME: 2 HOURS**

INSTRUCTIONS: ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

**QUESTION ONE: 30 MARKS**

a. “No man is an island”. Discuss this statement in relation to interpersonal relationship. (5 marks)

b. Outline the five stages of interpersonal relationship. (5 marks)

c. Differentiate listening from hearing. (4 marks)

d. Discuss any three types of interpersonal relationship. (6 marks)

e. List any five needs that can be met in a group. (5 marks)

f. Outline any five attributes of successful committees. (5 marks)

**QUESTION TWO: 20 MARKS**

a. Explain how the following concepts help in the development of self:-

(10 marks)

 i. Interaction with self

 ii. Association with groups

 iii. Roles we assume

b. Using examples, describe how self-concept and self-esteem affect interpersonal communication and relationships. (10 marks)

**QUESTION THREE: 20 MARKS**

a. Characters develop over time depending on an individual’s socialization process. Using the notion of “internal group”, briefly discuss how one’s character can change over time. (10 marks)

b. In order to have a meaningful interaction with others, it is important to not only know but also understand the human temperaments. Using examples, explain the four main temperaments, clearly outlining their distinct characteristics. (10 marks)

**QUESTION FOUR: 20 MARKS**

a. When addressing any group, it is advisable that one gets to know the audience before delivering the intended message. Using examples, discuss five reasons for this basic knowledge. (10 marks)

b. Conflict cannot be avoided in any setting that human beings interact. Using examples, discuss any five factors that normally lead to disagreements. (10 marks)