

CHUKA



UNIVERSITY

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**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF ARTS IN
COMMUNICATION AND MEDIA**

COMM 241: INTERPERSONAL COMMUNICATION

STREAMS: BA COMM

TIME: 2 HOURS

DAY/DATE: MONDAY 05/07/2021

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS:

- **Question 1 in section A is compulsory. Answer any other two questions from section B.**

SECTION A

QUESTION 1

- (a) With the help of relevant examples, distinguish between interpersonal and impersonal communication. (6 marks)
- (b) Describe any four principles of interpersonal communication. (12 marks)
- (c) Discuss the relevance of expectancy violations theory in interpersonal communication. (12 marks)

SECTION B

QUESTION 2

- (a) With appropriate illustrations, explain any four benefits of effective interpersonal communication skills. (12 marks)
- (b) Describe four ways in which perception can lead to inappropriate interpersonal communication behaviours. (8 marks)

QUESTION 3

- (a) Describe three sources of information about relational messages. (12 marks)
- (b) Explain any four reasons why we form interpersonal relationships. (8 marks)

QUESTION 4

- (a) Describe three benefits of self-disclosure. (6 marks)
- (b) Explain four factors affecting appropriate self-disclosure. (12 marks)
- (c) Give two reasons for avoidance of self-disclosure. (2 marks)

QUESTION 5

Describe how you can appropriately use non-verbal language to improve interpersonal relationships and ensure better interpersonal communication. (20 marks)
