

Course Code: BAE 305(M) 2007

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR IV
FINAL EXAMINATION PAPER, MAY 2007

TITLE OF PAPER : **INTERPERSONAL COMMUNICATION**

COURSE CODE : **IDE-BAE 305**

TIME ALLOWED : **THREE (3) HOURS**

INSTRUCTIONS :

1. **ALL QUESTIONS IN SECTION A ARE COMPULSORY.**
2. **ANSWER THREE (3) QUESTIONS FROM SECTION B.**

THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR

SECTION A

All questions in this section are compulsory.

QUESTION 1

A. Explain the following concepts.

- (a) person perception [5 marks]
- (b) equal opportunity [5 marks]
- (c) personal baggage [5 marks]
- (d) re-inforcing self-concept [5 marks]

B. Comment on the following:

- (a) "Intra-personal communication provides the basis for all other communication arenas." [10 marks]
- (b) "When you perceive a person, you do not respond only to the physical presence of the individual but also to what he means to you." [10 marks]

SECTION B

Answer three questions from this section.

QUESTION 2

- (a) What is intra-personal self-disclosure? Explain and give an example. [10 marks]
- (b) What is the major difference between perceiving a person and perceiving an inanimate object? [10 marks]
- (c) What is the role of the "other" in interpersonal communication? [10 marks]

QUESTION 3

- (i) Which aspect of the human personality does the unknown-unknown represent? [5 marks]
- (ii) How does the unknown-unknown get revealed to the self and to others? [5 marks]

- (iii) Explain clearly how self-disclosure places a big responsibility on the shoulders of the listener. [20 marks]

QUESTION 4

- (i) Give three ways in which feedback contributes to interpersonal communication. Illustrate with examples. [15 marks]
- (ii) Why do human beings have a need for feedback? [5 marks]
- (iii) Comment on the statement below:
"It is not possible not to give feedback at all in face-to-face communication." [10 marks]

QUESTION 5

- (i) Explain the following dimensions of dyadic communication:
- | | |
|---------------------------|-----------|
| Attraction and similarity | [5 marks] |
| Attraction and proximity | [5 marks] |
- (ii) Why is it necessary for the designer of a persuasive message to first identify the receiver's need before he/she can design the message? [10 marks]
- (iii) Why is source credibility a factor to consider when designing a persuasive message? [10 marks]

QUESTION 6

- (i) Explain the three main features of conflict
- | | |
|-----------------------|-----------|
| - emotion in conflict | [5 marks] |
| - personal stake | [5 marks] |
| - power struggle | [5 marks] |
- (ii) Why is conflict resolution an essential skill for change agents? [5 marks]
- (iii) Give two examples of possible positive outcomes of conflict and explain clearly why these situations are considered positive. [10 marks]