

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
ADULT EDUCATION
2019/2020 EXAMINATION QUESTION PAPER: MAIN

TITLE OF PAPER: INTERPERSONAL COMMUNICATION

COURSE CODE: AED 321/IDE-BAE 413

TIME ALLOWED: 3 HOURS

INSTRUCTIONS:

Answer **THREE** questions.

Question One (1) is **COMPULSORY**.

Spelling and grammar will count in grading.

Use your own examples to illustrate your answer(s).

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

QUESTION 1 (COMPULSORY)

- a) Explain five elements of interpersonal communication aiding your answer with examples.

(10 Marks)

- b) Compare and contrast intrapersonal and interpersonal communication.

(6 Marks)

- c) Discuss any three characteristics of interpersonal communication.

(9 Marks)

QUESTION 2

“As we interact with others and think about our experiences, sometimes we learn things about ourselves that we never knew before. Indeed we are constantly discovering new preferences, beliefs, and attitudes that we may hold about the world around us,” (Bowman 2019, pp. 33-34). With the aid of a diagram explain this statement, illustrating your answer with examples.

(25 Marks)

QUESTION 3

- a) Define Dyadic communication.

(4 Marks)

- b) Explain two dimensions of dyadic communication other than attraction.

(6 Marks)

- c) Attraction is the degree to which two interacting parties psychologically move towards or away from each other. Discuss any three factors that influence the extent to which people get attracted to or away from each other.

(9 Marks)

- d) Explain the significance of context in dyadic communication.

(6 Marks)

QUESTION 4

Feedback refers to verbal and non-verbal responses in reaction to a message that influence or alter future messaging pattern among or between people (Bowman 2019, p. 6).

- a) Discuss any five characteristics of effective interpersonal feedback illustrating your answer with examples.

(15 Marks)

- b) Explain any five types of feedback supporting your answer with examples.

(10 Marks)

QUESTION 5

- a) Define self-concept.

(2 Marks)

- b) Is self-concept is an integral part of interpersonal communication? Discuss, supporting your answer with examples.

(5 Marks)

- c) A constant reception of negative relational messages undermines one's self-concept, while positive relational messages reinforce it. Discuss, aiding your answer with examples.

(10 Marks)

- d) Give examples of "significant others" in the following:

- i) Church
- ii) Community
- iii) Home
- iv) Work

(4 Marks)

- e) One way to limit defensiveness in the protection of one's self-concept and ensuring effective communication is through equality. Discuss briefly, aiding your answer with examples.

(4 Marks)

QUESTION 6

Explain the following terms as they are used in interpersonal communication, giving examples to support your answer.

- a) Person perception
- b) The other
- c) Personal baggage
- d) Significant others
- e) Self-esteem

(25 Marks)