

**INTRODUCTION TO HUMAN COMMUNICATION**  
**FINAL EXAMINATION**  
2021/2022  
**TIME: 3 HOURS**  
**TOTAL: 60 MARKS**

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SECTION A: 25 Marks

INSTRUCTIONS: Answer all the multiple choice questions, each is 1 marks.

1. A plane flying overhead and interfering with your conversation is an example of \_\_\_\_\_ noise.
  - a. internal
  - b. external
  - c. physiological
  - d. psychological
  - e. All of these are correct.
2. The following statements are about the symbolic nature of communication, which is NOT true?
  - a. Symbolic communication allows people to think and talk about the past, explain the present, and speculate about the future.
  - b. By their very nature, symbols are self-explanatory and easy to interpret.
  - c. Communication relies heavily on symbols like words, behaviors, and messages.
  - d. By their very nature, symbols are not self-explanatory and not easy to interpret.
  - e. The same symbol can have different meanings for different people.
3. In most situations, competent communicators will
  - a. Be able to choose from a wide range of behaviors.
  - b. Demonstrate empathy.
  - c. Employ self-monitoring behaviors.
  - d. Show an appreciation of the other's perspective by constructing a variety of frameworks for viewing an issue.
  - e. All of these are correct.
4. People with an ethnocentric attitude are open minded and interested in learning about others.
  - a. False
  - b. True
5. Collectivistic cultures like Japan have a "we" orientation.
  - a. True
  - b. False
6. In many Asian cultures being very talkative, speaking directly even when you disagree with a person, and not allowing much silence in a conversation would likely be regarded as

- a. A very positive sign of a cultured person.
  - b. A sign of a very intelligent, knowledgeable person.
  - c. Someone who is sincere, possessing knowledge, and polite.
  - d. Someone who is insincere, lacking knowledge, and impolite.
  - e. A person who wants to get ahead in his or her society.
7. Two parents believe that their child is a great athlete; they buy him the best equipment, pay for special coaching and camps, and praise his efforts. He becomes a skilled athlete. That scenario is typical of which concept?
- a. Sympathy
  - b. empathy
  - c. self-fulfilling prophecy
  - d. attribution
  - e. significant other
8. Syntactic rules govern
- a. How we view world affairs.
  - b. How people use different words in interactions.
  - c. The ways in which symbols can be arranged as opposed to the meanings of those symbols
  - d. How symbols have meaning in different languages.
  - e. How people use language in everyday interactions.
9. If a person says, "Pencil me to give the" instead of "Give the pencil to me," which kind of rule has most obviously been broken?
- a. Phonological
  - b. Semantic
  - c. Semiology
  - d. Syntactic
  - e. Pragmatic
10. John barely pays attention to Mike's office talk until Mike starts to describe how many employees have been missing work recently. Then John really pays attention because he's been trying to prove to Mike how the new flex time policy will lead to more absenteeism. John then uses Mike's own words to attack Mike's liking of flex time. John is engaged in
- a. Pseudo listening.
  - b. Insensitive listening.
  - c. Defensive listening.
  - d. Selective listening
  - e. Ambushing.
11. Some nonverbal messages are vocal.
- a. True
  - b. False
12. Unlike verbal messages, which use many words at once, nonverbal communication utilizes only one channel at a time.
- a. True
  - b. False

13. In the film *Wars of the World*, a group of teens are together for detention. One girl, Allison, seemingly self-discloses her bizarre fantasy activity in an effort to get another teen, Claire, to disclose her fantasy activity. Self-disclosing about oneself in an effort to get information from someone else may work because of which characteristic of self-disclosure?
- Self-disclosure usually occurs in increments.
  - Self-disclosure usually occurs in dyads.
  - Self-disclosure usually is reciprocal.
  - Self-disclosure usually is about depth and breadth
  - All of these are correct.
14. You say, "SHUT THE DOOR!" in a loud, commanding, angry tone of voice, or you say, 'Shut the door" with a softer voice, using rising intonation to indicate a request. Which is true?
- The content and relational messages are the same.
  - The relational message is essentially the same, but the content is different.
  - The content and relational messages are both different.
  - The content is essentially the same, but the relational message is different.
  - None of these is correct.
15. Which of these is NOT typical of a win-lose style?
- a. courts awarding sole custody to one parent when both had wanted custody of a child
  - b. the World Series or Super Bowl
  - c. political elections
  - d. Divorce
  - e. job sharing/flex time
16. Conflict exists when there is expressed struggle, interdependence, perceived incompatible goals, scarce rewards, and interference with goals.
- True
  - False
17. A communication climate is determined by the amount of talk that exists in a relationship.
- True
  - False
18. Which of the following is not considered a decision-making method?
- Consensus
  - majority rule
  - authority rule
  - expert opinion
  - Gate keeping
19. In a society with high power distance,
- leaders are rarely accepted and respected.
  - group members are not likely to feel that they need a leader.
  - leaders are readily accepted and respected.

- d. group members expect leaders to act like equals to all.
  - e. All of these are correct.
20. A group in the conflict stage
- a. is likely to form coalitions.
  - b. will be characterized by polarized discussions.
  - c. will have members take and defend strong positions.
  - d. All of these are true
  - e. Will avoid brainstorming
21. If your speech is very good, there is no need to consider what other speakers may say before you or what recent events may concern the audience.
- a. True
  - b. False
22. Research for a speech is not limited to books and articles; it may include several nonprint sources.
- a. True
  - b. False
23. When you are choosing a topic for a speech, your text suggests it is best to
- a. choose a topic about which you know nothing so your topic will be fresh.
  - b. choose a topic in which you are not really interested, so you can empathize with the audience and develop their interest.
  - c. delay your choice as long as possible so that you spend as much time as you can searching for a good topic.
  - d. choose a topic that interests you so you can make it interesting for others.
  - e. All of these are valid reasons for choosing a topic
24. "The group I will be speaking to is composed of mostly Euroamerican, middle-class males who have been successful in business. Most are middle aged and college educated." Those statements are typical of statements from
- a. a specific purpose.
  - b. a general purpose.
  - c. an audience analysis.
  - d. a speaker analysis.
  - e. central idea
25. Rules for visual aids include all of the following except
- a. simplify.
  - b. make your aid big and visible
  - c. choose an appropriate aid for your audience and topic.
  - d. make your aid visually neat and attractive..
  - e. all of the above

SECTION B: 35 Marks

**INSTRUCTIONS: ANSWER QUESTION 1 and ANY OTHER TWO QUESTIONS**

**Question 1 (Compulsory)**

The ways in which we perceive ourselves and others shape our communication, explain with examples the following concepts related to perception, the self and communication:

- a. Self-concept

- b. Significant other
- c. Culture
- d. Self-fulfilling prophecy
- e. Narratives

(15 marks)

**Question 2**

Most linguistic misunderstandings arise from some common problems easily remedied. Discuss with examples any FIVE of these misunderstandings. (10 marks)

**Question 3**

Self-disclosure is the process of deliberately revealing about oneself information that is significant and would not normally have been known by others. Explain the *Social penetration models* of self-disclosure. (10 marks)

**Question 4**

Without understanding speech it is possible to get an idea about how others are feeling. Without any formal experience one is able to recognize and to some degree interpret messages that others people sent nonverbally. Apply any FIVE functions of Nonverbal communication in your own situation. (10 marks)

**Question 5**

Assume you are employed by a media company in city or town, and your company recently recruited a new intern, explain to the new with examples any FIVE concepts related to social media competence. (10 marks)

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**MARKING SCHEME**

**Total marks: 25    Time: 2 Hours**

**INSTRUCTION: Answer all the multiple choice questions, each is 1 marks.**

1. B
2. B
3. E
4. A
5. A
6. D
7. C
8. C
9. D
10. E
11. A
12. B
13. C
14. D
15. E
16. A
17. B
18. E
19. C
20. D
21. B
22. A
23. D

24. C

25. E

## SECTION B

ANSWER QUESTION 1 and ANY OTHER TWO QUESTIONS; TOTAL 35 MARKS  
NOTE: FOR DETAILS REFER TO THE LESSONS

Question (Compulsory) 1. The ways in which we perceive ourselves and others shape our communication.

- A. Our *self-concept* is a set of relatively stable perceptions that each of us holds about ourselves.  
Self-concept is a very powerful force; it influences our behavior and that of others.
- B. The way we think others view us is most important with respect to the opinions of *significant others*.
- C. Culture shapes our notion of self through language, individualistic patterns versus collectivistic, and context.
- D. A self-fulfilling prophecy. Sometimes one person's expectations govern the actions of another; this is another form of self-fulfilling prophecy.
- E. *Narratives* are the personal stories we and others create to make sense of our personal world.

Question 2. Most linguistic misunderstandings arise from some common problems easily remedied.

1. The use of *equivocal words, relative words, slang, jargon, and overly abstract language* causes confusion and misunderstanding.
2. Disruptive language such as confusing *factual statements* with *opinion statements*, or confusing facts with *inferential statements*, or using *emotive language* to announce an attitude can be troublesome.
3. Some *euphemisms* are pretentious and confusing, while *equivocation* can be interpreted as deliberately ambiguous.

**Question 3.** Self-disclosure is the process of deliberately revealing about oneself information that is significant and would not normally have been known by others. Explain the *Social penetration models* of self-disclosure. (10 marks)

Social Penetration Theory explores how interpersonal closeness proceeds in a gradual and orderly fashion from superficial to intimate levels of exchange as a function of anticipated present and future outcomes. Lasting intimacy requires continual and mutual vulnerability through breadth and depth of self-disclosure.

The Onion” is one of the most identifiable analogies in Social Penetration Theory. The layers of the onion represent various aspects of a person’s personality, with the outer layer representing an individual’s outer self or *public image*. As an individual moves deeper into the layers of the onion, more “layers” of a person’s personality is revealed.

#### **Question 4**

Without understanding speech it is possible to get an idea about how others are feeling. Without any formal experience one is able to recognize and to some degree interpret messages that others people sent nonverbally. Apply any FIVE functions of Nonverbal communication in your own situation. (10 marks)

#### **Functions of nonverbal communication**

**Repeating** one can give a direction first verbally then repeat their instructions by pointing towards the direction. Pointing is an example of an emblem- deliberate nonverbal behaviour that has precise meanings known to everyone within a cultural group

**Substituting** emblems can also replace a verbal message; nonverbal substituting is especially when people are reluctant to express their feelings in words.

**Complementing** sometimes nonverbal behaviours match the content of a verbal message. Much complementing behaviour consists of illustrators- nonverbal behaviours that accompany and support spoken words. Scratching the head when searching for an idea and snapping your fingers when it occurs are examples of illustrators that complement verbal messages.

**Accenting** just as we use italics to highlight an idea in print, we use nonverbal devices to emphasize oral messages. Stressing certain words with the voice is another way to add nonverbal accents.

**Regulating** nonverbal behaviours can control the flow of verbal communication. For example, parties in conversation often unconsciously send and receive turn taking cues.

**Contradicting** people often simultaneously express different and even contradictory messages in their verbal and nonverbal behaviours.

### Question 5

Assume you are employed by a media company in city or town, and your company recently recruited a new intern, explain to the new with examples any FIVE concepts related to social media competence. (10 marks)

There are guidelines for social media communication competency

- A. Choosing the appropriate channel, face-to-face vs. social media, can make a difference in achieving successful communication.
- B. Consider mediated communication etiquette. Be careful, be considerate, and exhibit civility.
- C. Be mindful of boundaries. *Disinhibition* can lead to *flaming* and cyberbullying.
- D. Be aware of bystanders, and balance mediated communication with face time to avoid depression, loneliness, and social anxiety.
- E. To be safe, always assume that mediated messages can and may be seen and heard by unintended recipients.
- F. Cell phone conversations and text messaging combined with driving pose physical safety hazards.