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

JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY

# **UNIVERSITY EXAMINATIONS 2018/2019**

SECOND YEAR SECOND SEMESTER EXAMINATION FOR THE DIPLOMA IN PUBLIC RELATIONS

**HSP 0203 : INTERPERSONAL AND GROUP COMMUNICATION**

DATE: APRIL 2019 TIME: 1.30 HOURS

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**INSTRUCTIONS:**

**ANSWER QUESTION ONE COMPULSORY AND ANY OTHER TWO QUESTIONS**

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**QUESTION ONE [20 MARKS]**

1. Define the following terms: [3 marks]
2. Interpersonal relationship
3. Communication
4. Temperament
5. Outline the five stages of interpersonal relationship [5 marks]
6. Discuss any three types of interpersonal relationship [6 marks]
7. Apart from interpersonal communication, list any other two types of communication [2 marks]
8. List any four attributes of successful committees [4 marks]

**QUESTION TWO [20 MARKS]**

1. Using four examples, differentiate between listening and hearing [8 marks]
2. Characters develop over time depending on an individual’s socialization process. Using the notion of ‘internal group’ discuss how one’s character changes over time. [12 marks]

**QUESTION THREE [20 MARKS]**

1. Evaluate the three ways of being self aware and conscious of yourself. Discussing how they are of help in everyday’s life. [10 marks]
2. Using examples, discuss the components of self and how they affect our day to day activities. [10 marks]

**QUESTION FOUR [20 MARKS]**

1. With examples, explain the four main temperaments clearly outlining their distinct characteristics [10 marks]
2. Explain how the following concepts help in the development of self [10 marks]
3. Association with groups
4. Roles we assume