Session : September 2006
Programme : Diploma in Mass Communication
Course : COM 117 : Introduction to Human Communication
Date of Examination : October 31, 2006
Time : 1200 Noon – 3.00pm
Duration : 3 Hours Reading Time : Nil
Special Instructions :

Instruction : This paper consists of SIX (6) questions. Answer any FOUR (4) questions in the answer booklet provided. All questions carry equal marks.

Materials Permitted : Nil
Materials Provided : Nil

Examiner : Lim Siow Fei
Moderator : Ms. Teoh Lai Neo

This paper consists of 2 printed pages, including the cover page.
This paper consists of SIX (6) questions. Answer any FOUR (4) questions in the answer booklet provided. All questions carry equal marks.

Question 1
Identify and explain the 7 characteristics of competent communicators. (25 marks)

Question 2
Identify and explain the 6 common perceptual errors that can lead to the failure of communication. (25 marks)

Question 3
Identify and explain the 7 guidelines to effective informational listening. (25 marks)

Question 4
(a) Identify and explain the 5 types of group decision-making methods. (13 marks)
(b) Identify the various types of groups and explain their functions. (12 marks)

Question 5
Identify and explain the 7 guidelines to successfully preparing an oral presentation/speech. (25 marks)

Question 6
Identify and explain the 6 forms of power found in groups. (25 marks)

- The End -

COM117(F)/Ms.Lim Siew Fein
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