Session : MAY 2007
Programme : Diploma In Mass Communication
Course : COM 117 : Introduction To Human Communication
Date of Examination : 16th August 2007
Time : 12.00 - 3.00pm Reading Time : Nil
Duration : 3 Hours
Special Instructions :

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

Materials permitted : Nil

Material provided : Nil

Examiner : Ms Lim Siow Fei
Moderator : Mr. Steven Tamil Chellvan

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

Question 1

Discuss in detail the Linear and the Transactional Models in communication. Use diagrams to illustrate your points. (25 marks)

Question 2

People differ in their degree of identity management. Discuss the characteristics of High self-monitors and Low self-monitors. (25 marks)

Question 3

Identify and discuss the SEVEN (7) bad listening behaviors. (25 marks)

Question 4

Define the term 'conflict'. Discuss in detail the FIVE (5) styles of expressing conflict in interpersonal relationships. (25 marks)

Question 5

Discuss in detail the SEVEN (7) types of group problem-solving formats. (25 marks)

Question 6

Discuss in detail the FIVE (5) keys for successfully delivering an oral presentation. (25 marks)

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