# FINAL Examination Paper

**(COVER PAGE)**

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<th>September 2008</th>
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<td>Programme</td>
<td>Diploma In Mass Communication</td>
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<td>Course</td>
<td>COM 117: INTRODUCTION TO HUMAN COMMUNICATION</td>
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<td>Date of Examination</td>
<td>3 November 2008</td>
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<td>Time</td>
<td>2.00 pm 4.00 pm</td>
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<td>2 Hours</td>
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**Special Instructions**

Section A : Short answer questions. Answer ALL.

Section B : Long essay. Answer TWO (2) questions. (60 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.*
Section A: Short-answer questions. Answer ALL. (40 marks)

Question 1

Briefly explain the FIVE (5) methods of decision-making for groups. (20 marks)

Question 2

(a) Briefly explain any TWO (2) types of noise in communication. (8 marks)
(b) Briefly explain the FOUR (4) functions of communication. (12 marks)

Section B: Long essay. Answer TWO (2) questions. (60 marks)

Question 1

Define informational listening. Identify and explain the SIX (6) steps to informational listening. (30 marks)

Question 2

Define conflict. Discuss the FIVE (5) styles of expressing conflict in interpersonal relationships. (30 marks)

Question 3

Explain the SIX (6) types of supporting materials that can be used in a speech. (30 marks)

Question 4

Discuss the roles of a leader in conducting an effective meeting. (30 marks)

- THE END -