INSTRUCTIONS TO CANDIDATES
Answer question ONE and any other TWO questions

QUESTION ONE (COMPULSORY)

A. Using a diagram of the Onion Model, explain the process of self-disclosure. (15 Marks)
B. Explain the distinction between interpersonal and intergroup relationships. (10 Marks)
C. Explain the aspects of intra-individual communication. (5 Marks)

QUESTION TWO

A. Explain the factors that influence self-disclosure. (10 Marks)
B. Explain five features of interpersonal communication. (10 Marks)

QUESTION THREE

A. Explain the different levels of interpersonal communication according to Martin Buber (1970). (10 Marks)
B. Explain the communication requirements at the various stages of group formation. (10 Marks)

QUESTION FOUR

A. With reference to Abraham Maslow’s Hierarchy of Needs Theory, explain five ways through which an individual’s
belonging needs may be addressed through communication.

(10 Marks)

B. Explain five benefits of effective intergroup communication.

(10 Marks)

QUESTION FIVE

A. Explain the element of context with reference to interpersonal communication.

(10 Marks)

B. Explain the various ways through which an individual may improve communication in relationships.

(10 Marks)

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