



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2022/2023 ACADEMIC YEAR
FIRST YEAR FIRST TRIMESTER**

**SCHOOL OF PURE, APPLIED AND HEALTH SCIENCES
CERTIFICATE IN HEALTH CARE ASSISTANT**

COURSE CODE: HCA 1102

COURSE TITLE: INTERPERSONAL COMMUNICATION

DATE: 20/4/ 2023

TIME: 0830-1130 HRS

INSTRUCTIONS TO CANDIDATES

Answer all Questions in Section A and B. Then answer the first question in Section C and any other one question in the same section.

This paper consists of 6 printed pages. Please turn over.

SECTION A – MULTIPLE CHOICE QUESTIONS (20 MARKS)

Answer the questions in this section by selecting the appropriate answer from the multiple choices provided.

- Which one of the following gives a succinct definition of interpersonal communication?
 - The transmission of information and ideas from one person to another.
 - The ability to share information between two or more people.
 - The act of conveying intended meaning to another person through mutually understood signs and language.
 - The transmission of information, ideas and attitudes from one person to another.
- Which one is NOT a feature of interpersonal communication?
 - It is a process.
 - It is irreversible.
 - It is dynamic.
 - It is novel.
- Which one of the following is NOT a form of non-verbal communication?
 - Billboards
 - Eye contact
 - Grooming
 - Smell
- Which one the following describes the elements of interpersonal communication?
 - Source, receiver, channel, message and environment.
 - Sender, receiver, medium, message and stationery.
 - Source, receiver, conduit, information and response.
 - Sender, receiver, medium, information and environment.
- Which one of the following does NOT represent the role of interpersonal communication in the healthcare fraternity?
 - Discussing with a patient about euthanasia
 - Advising a drug addict
 - Making orders for drugs
 - Giving a tongue lash to your subordinates
- Which one of the following is NOT a channel of communication?
 - Televisions
 - Earphones
 - Radios
 - Books
- Among the following, which one is NOT an impediment to interpersonal communication?
 - Cultural incongruence
 - Experiential factors
 - Office doors
 - Small working area
- Which of the following gives a clear definition of 'listening' as postulated by Hartley and Bruckman (2002)?
 - The ability to recognize and deal with barriers that prevent one from full embracing full attention.
 - The ability to develop and use behaviour that embraces full attention.
 - The ability to recognize and deal with barriers as well as developing and utilizing good behaviour during absorption of information.
 - To pay attention and/or sticking to the task at hand in the identification and selection of relevant points during a conversation.
- Which one of the following can hamper effective listening during interpersonal communication?

- A. Judging the speaker positively.
 - B. Recognizing how ideas are organized.
 - C. Discriminating between relevancies and irrelevancies.
 - D. Becoming involved in what is being said.
10. Which one of the following is NOT a component of the SQ4R technique used for effective reading of different texts?
- A. Reading
 - B. Revising
 - C. Surveying
 - D. None of the above
11. Which one of the following is a simple sentence?
- A. Dell is old yet very energetic.
 - B. He left.
 - C. The player is fit while the coach is suspended.
 - D. He ran into exile since the government was pursuing him.
12. Which preposition(s) fit(s) to fill the gap in the following sentences in (xii) and (xiii):

The boy decided to jump water after falling out with his friend.

- A. Under
- B. In
- C. Into
- D. Over

13. Most students are interested studying the healthcare assistance programme.

- A. With
- B. In
- C. Of
- D. By

14. What does the phrasal verb 'lay off' imply?

- A. Remove from water
- B. Make someone to stand on their foot
- C. Terminate employment
- D. To produce an egg

15. Which one of the following is a reflexive pronoun?

- A. It
- B. Its
- C. It's
- D. Itself

16. Which one of the following is a personal pronoun that has no plural form?

- A. I
- B. Me
- C. You
- D. He

17. Which one of the following is the right set of articles to fill the gaps:

He spent hour to find patient who had been admitted.

- A. An, a
- B. A, the
- C. An, the
- D. The, a

18. Which one of the following is NOT an aspect of the title when writing minutes of a meeting?

- A. Name of the group/organization

- B. Date
- C. Venue
- D. Location of the group/organization

19. Supply the right question tag to the following statement:

China ought to have curbed the spread of Covid-19 pandemic,

- A. Oughtn't it?
- B. Oughtn't they?
- C. Haven't they?
- D. Didn't they
- E. Hasn't it?

20. Which one of the following is NOT a unit in the hierarchical scale of English grammar?

- A. Sound
- B. Sentence
- C. Clause
- D. Interjection

SECTION B – SHORT ANSWER QUESTIONS (20 MARKS)

- 1a.) Discuss the etymology of interpersonal communication **(2 marks)**
- b.) Analyze the importance of communication to a student pursuing Healthcare Assistance programme **(4 marks)**
- c.) Using relevant examples, accentuate any four types of libraries **(4 marks)**
- d.) Elucidate the various types of essays by formulating valid topics for each type respectively **(4 marks)**

e.) Citation is the acknowledgement of the various sources that a scholar has used in coming up with their research findings. Of what importance is this process? Using the APA style of referencing, show how an end-note citation can be done to the following online work:

A book called: “Foundations of White-collar Crime” written in 2020 by James Anami, Newton Aketch, John Williams, Danson Kelly, Slim Sofa and Joe George. The work was published the same year by Educationists Publishers in Seychelles. The URL for accessing the book is [https://: www.ctrew-l-wtb/gr](https://www.ctrew-l-wtb/gr). **(6 marks)**

SECTION C – ESSAY QUESTIONS (30 MARKS)

Question ONE is compulsory. And ANY ONE QUESTION

- 1a.) Using relevant illustrations, examine any **four** closed word classes used in English grammar **(8 marks)**
- b.) Critically examine the various ways of dealing with the problems of stage fright and facing an audience when giving a talk about healthcare practice **(7 marks)**
- 2a.) Discuss the **main** ingredients of note-taking as propounded by Walter Pauk **(5 marks)**
- b.) Discuss any **five** inhibitions to effective exchange of ideas and information between healthcare givers and clients **(10 marks)**
- 3.) Write a factual essay to justify the relevance of your programme in addressing the needs posed by the contemporary health scenario in Kenya and even in the entire globe. **(15 marks)**

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