

COM1501 (480537)
RCM1501 (473764)

May/June 2013

FUNDAMENTALS OF COMMUNICATION

Duration 2 Hours

100 Marks

EXAMINERS

FIRST

SECOND

PROF EJ TERBLANCHE

MRS MM VAN HEERDEN

Closed book examination

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This paper consists of **14** pages and consists only of multiple-choice questions plus Instructions for the completion of a mark-reading sheet. The mark you obtain will be converted to a percentage and the semester mark will be added to calculate your final mark (if you meet the minimum requirements)

Please complete the attendance register on the back page, tear it off and hand it to the invigilator.

IMPORTANT

- (1) This examination paper consists of **50** multiple-choice questions (MCQs)
- (2) Answer all 50 MCQs by completing **ONE** mark-reading sheet. Select **ONE** correct answer to each question or select the **ONE** option which is more acceptable when compared with the other options for each question
- (3) Make sure that your student number, the code of the paper (**COM1501**) unique paper number (**480537**) or (**RCM1501**) unique paper number (**473764**) appear on the **mark-reading sheet**
- (4) The mark-reading sheet has to be completed by using a pencil **ONLY**
- (5) After answering this examination paper you **HAVE TO hand in the following**
 - ONE** mark-reading sheet
 - ONE** examination paper

[TURN OVER]

QUESTIONS

- Q1 The first form of communication exercised by our ancestors was that of
- (1) cave paintings
 - (2) signals
 - (3) speech and language
 - (4) writing
- Q2 Alphabetical codes (or letters) allow us to transmit messages when other means of communication are impractical. If the phonetic alphabet can be used to clarify individual letters in radio messages, which form of communication is used in military signalling?
- (1) Semaphore
 - (2) International Code of Signals
 - (3) Flag alphabet
 - (4) Finger spelling
- Q3 Identify the option below which best describes the social significance of the age of speech and language in the development of human communication
- It
- (1) gave people the ability to think, plan, hunt, defend themselves, cultivate the land, preserve food and to keep warm in winter
 - (2) enabled people to record customs, traditions and ceremonies
 - (3) enabled large numbers of people to become literate
 - (4) increased the speed and volume of communication but also created the information highway
- Q4 One of the main benefits of the printing press was that it
- (a) allowed for large amounts of information to be stored
 - (b) enabled people to become literate
 - (c) made the transportation of communication/media portable
 - (d) no longer required copying of manuscripts by craftsmen and monks
- (1) (a) (b) (c)
 - (2) (b) (d)
 - (3) (c) (d)
 - (4) (a) (b) (c) (d)

[TURN OVER]

Q5 If you win the Lotto on Saturday, the first thing you will probably do is to shout. Then there will be a need to share this information with someone.

Which two purposes of communication will your need to share this information with someone, address? To satisfy

- (1) a psychological need, the need for ego gratification
- (2) a need for relationships, sharing of information
- (3) a need for decision making, a need of love objects
- (4) a need for persuasion, a need related to the sense of self

Q6 In the latter half of 2012 New York was severely struck by storm Sandy. Pictures of the disaster were distributed through different mass media. Reporters commented and interviews with victims were broadcast on television around the world.

The television reporting is an example of _____ in action.

- (1) audioconferencing
- (2) teleconferencing
- (3) telecommuting
- (4) videoconferencing

Q7 The _____ as stage in the development of human communication is said to have "marked the start of the modern world". To which stage mentioned below can this statement be accredited to?

- (1) era of writing
- (2) speech and language
- (3) electronic mass media
- (4) age of printing

Q8 Identify the electronic medium that has the characteristic of combining words, videos, graphics and sound.

- (1) E-mail
- (2) Newsgroup
- (3) Chatroom
- (4) World Wide Web

[TURN OVER]

Q9 Identify the most appropriate option below

E-mail

- (1) is private and personal
- (2) allows for the creation of relationships through electronic connection
- (3) is fast, cheap and has replaced communication by means of fax, letter and telephone calls
- (4) has become an essential part of communication within and between organisations

Q10 Which purpose of communication does advertisements in publications best serve?

- (1) Satisfying physical and psychological needs
- (2) Establishing a relationship
- (3) Persuasion
- (4) Decision making

Q11 Many students don't have money to settle their student accounts at universities, yet most of them possess the best and technologically advanced cell phones

Which of Packard's hidden needs can best be illustrated by the symbol of owning the best cell phone on the market?

- (1) Social need
- (2) Emotional security
- (3) Sense of power
- (4) Esteem

Q12 When a researcher interviews small groups of people, which form of research is conducted?

- (1) Field research
- (2) Experimental research
- (3) Ethnographic research
- (4) Historical research

Q13 The different ways of looking at communication is also known as

- (1) theory
- (2) concepts
- (3) theories of communication
- (4) models

[TURN OVER]

Q14 Identify the option below that indicates the biggest limitation of models used in communication Models

- (a) provide simplified pictures
- (b) only represent and emphasis specific aspects of communication
- (c) never highlight the complexity of communication
- (d) never address the human aspect of communication

- (1) (a) (c) (d)
- (2) (a) (b) (c) (d)
- (3) (b) (c) (d)
- (4) (a) (c) (d)

Q15 Consider the list below and identify the characteristic(s) which relate(s) to the meaning-centered view of communication

From a meaning-centered view communication can be regarded as

- (a) the transmission of messages involving interpretation and assigning meaning
- (b) being interested in what motivates people to communicate
- (c) how people assign meaning to messages and how language is used in communication
- (d) the dynamic process of exchanging meaningful messages

- (1) (a)
- (2) (a) (c)
- (3) (b) (d)
- (4) (a) (b) (c) (d)

Q16 When people enter into dialogue to assign meaning, develop a relationship, and negotiate meaning, they are illustrating the _____ view of communication

- (1) technical
- (2) transactional
- (3) meaning-centered
- (4) theoretical

[TURN OVER]

- Q17 The most important characteristic of the transactional model of communication which differentiates it from any other model of communication is that with the transactional model
- (a) the communicator encodes messages
 - (b) meaning is not negotiated
 - (c) participants share common ground
 - (d) the outcome is determined by mutual involvement
- (1) (a) (c) (d)
(2) (a) (c)
(3) (a) (d)
(4) (b) (c) (d)
- Q18 If a concept is a word to which the same meaning is assigned, then a sign is
- (1) a system for using signs
 - (2) cues transmitted without sound
 - (3) something standing for something else
 - (4) a written word
- Q19 The study of signs is known as
- (1) message production
 - (2) semiotics
 - (3) cybernetics
 - (4) weblish
- Q20 Our five senses play a pertinent role in our communication. These senses can be regarded as _____ of communication
- (1) encoding
 - (2) decoding
 - (3) channels
 - (4) mediums
- Q21 The _____ in terms of communication provides information about the feelings of a communicator
- (1) interpretation
 - (2) frame of reference
 - (3) content level
 - (4) relational level

[TURN OVER]

- Q22 When a doctor tells you that you are apoplectic, you do not understand what (s)he means. This lack of understanding is as a result of
- (1) semantic noise
 - (2) frame of reference
 - (3) cultural belief
 - (4) internal noise
- Q23 The essence in the communication model of Lasswell was that the recipient of messages should
- (1) use the most appropriate channel for communication
 - (2) adopt a particular view when persuaded
 - (3) ensure that the least amount of information is lost along the channel
 - (4) assist in improving the transmission process
- Q24 The communication model of _____ can be regarded as the most complex view of communication and greatly contributed to our understanding of communication
- (1) Lasswell
 - (2) Schutz
 - (3) Schramm
 - (4) Shannon and Weaver
- Q25 Consider the characteristics below and identify the theories they relate to
- (a) Personal frame of reference ensures that meaning of messages cannot always be fixed (or static)
 - (b) A recipient subjectively participates in understanding and interpreting the world
 - (c) Perception and observation from subjective experiences of people is studied
 - (d) Trying to understand how people interpret written text and mass media
- (1) Phenomenology and Hermeneutics
 - (2) Social and cultural reality
 - (3) Cognitive theory and cultural studies
 - (4) Cultural and feminist studies

[TURN OVER]

- Q26 We use _____ communication to distinguish communication between a small group, from communication between two people
- (1) dyadic
 - (2) social
 - (3) interpersonal
 - (4) mass
- Q27 You have asked a number of friends to come dine with you on Friday evening. You have to go to the butcher and you are wondering which cut of meat would be most appropriate for beef stroganoff. You also need to remember to buy the cream, vegetables and wine. Wondering about the appropriate cut of meat relates to the _____ context of communication
- (1) interpersonal
 - (2) intrapersonal
 - (3) dyadic
 - (4) social
- Q28 During the evening of your dinner with friends, you move around amongst the guests to talk to them all, make sure their glasses remain filled, and to ensure that they all are having an enjoyable evening. These invited guests know each other fairly well and the distance between them is between 120-360cm. This spatial zone is known as the _____ distance
- (1) intimate
 - (2) personal
 - (3) public
 - (4) social
- Q29 Consider the following statement and then select the most appropriate option
- Perception
- (a) is influenced by our understanding and acceptance of reality
 - (b) the information one sees and hears
 - (c) the context in which information is received
 - (d) culture, personality and our habits
- (1) (a) (b) (c)
 - (2) (b) (c) (d)
 - (3) (a) (b) (c) (d)
 - (4) (b) (c)

[TURN OVER]

Q30 Consider the characteristics below and identify the option to which they relate best

- (a) Learning about oneself by using our senses
- (b) Storing related ideas, facts, beliefs, attitudes and values
- (c) Collating information from the environment
- (d) A supporting basis for understanding people, events and our experiences

- (1) Selective exposure
- (2) Selective attention
- (3) Perception
- (4) Organisation

Q31 Reading publications online has become very popular and many people do not purchase hard copies of publications any more. New technology now brings everything into your home, office and even your personal space. People can sit and read publications on their computer and cell phones, no matter where they are, or what time it is.

If you are a firm believer that technology is the answer to everything, you probably choose to do most business, activities and routines online as far as possible. Reading the newspaper on your tablet is an example of

- (1) Selective exposure
- (2) Selective attention
- (3) Perception
- (4) Interpretation

Read the scenario below and then answer questions 32-35.

Mahudi and Sepeng are in the process of buying a new house. The estate agent, Mrs Thandeka Mphiri invites them to see a house which has recently become available on the market. Sepeng views the agent with suspicion as a result of a bad experience with the previous agent. He is prejudiced towards her and observes her appearance critically, suspects she may be biased, and subsequently pays attention to what is said, how it is said, and also looks out for non-verbal cues. While also listening to everything Mrs Mphiri says, Mahudi evaluates the information and challenges the content of the information. To complicate the situation, Mahudi and Sepeng find it difficult to hear what Mrs Mphiri says as renovations in the street outside causes a terrible noise. Later that day Mahudi and Sepeng have a conversation where they exchange opinions about the information made available.

[TURN OVER]

Q32 What type of listening is characteristic of Sepeng's actions as described in this scenario?

- (a) Interactive listening
- (b) Critical listening
- (c) Emphatic listening
- (d) Comprehensive or discriminative listening

- (1) (a) (b)
- (2) (b)
- (3) (a) (d)
- (4) (d)

Q33 What type of listening is Mahudi using in this scenario?

- (1) Reflective listening
- (2) Critical listening
- (3) Conversational listening
- (4) Listening for enjoyment

Q34 In this scenario Sepeng's previous bad experience causes

- (1) inaccurate listening
- (2) an external barrier to listening
- (3) selective exposure
- (4) an internal barrier to listening

Q35 The noise in the street outside causes

- (1) inaccurate listening
- (2) an external barrier to listening
- (3) an internal barrier to listening
- (4) unfocussed attention

Q36 "You answer next please", says the lecturer and points in your direction

The lecturer's comment illustrates the function to _____ communication

- (1) reinforce
- (2) complement
- (3) regulate
- (4) replace

[TURN OVER]

Q37 Leakage is when

- (1) we attach fixed meanings to nonverbal signs
- (2) create stereotypes in our minds
- (3) unintentionally exhibit information about the self
- (4) we explain to others what cultural context they need to consider in communication

Q38 Your dog died before you came to work this morning and you are still preoccupied with the event. At the staff meeting you sit with folded arms, do not make any eye contact with anyone, keep a straight face and do not participate in the meeting.

Which category of non-verbal communication is your behavior at the meeting illustrating?

- (1) Proxemics
- (2) Kinesics
- (3) Chronemics
- (4) Haptics

Q39 It is necessary to call the Chair of the department away from a meeting. You try catching his eye, wave subtly for attention, and eventually went to him, touched him on the elbow and whispered in his ear that his attention was required elsewhere urgently.

Whispering in his ear that he is needed elsewhere borders on invading social or personal space, but which category of non-verbal communication is represented by touching his elbow?

- (1) Chronemics
- (2) Proxemics
- (3) Personal appearance
- (4) Haptics

Read the scenario below and answer the question that follows.

You are an overworked lecturer suffering from a throbbing headache. Your face is distorted with pain, and you cannot wait for lunch time to go home. Road works below your office also do not support a conducive working environment.

A student phones to ask where the answers for an assignment question could be found. You respond by saying, "Take the prescribed book and study guide, and look it up, please." On any other day you would have been willing to assist the student, but in view of your headache and the noise, you are unable to assist as expected.

[TURN OVER]

- Q40 Identify the most comprehensive list of the different forms of non-verbal communication which are sketched in the scenario
- (1) Proxemics and affect display
 - (2) Affect display and chronemics
 - (3) Chronemics, illustrators and gestures
 - (4) Proxemics, affect display, illustrators and gestures
- Q41 Identify the applicable use of language when the comment on an assignment is "excellent work here!"
- (1) Metacommunication
 - (2) Evaluating
 - (3) Entertaining
 - (4) Labelling
- Q42 Your name is an example of language being used to
- (1) substitute
 - (2) evaluate
 - (3) entertain
 - (4) label
- Q43 Lukas Radebe appeared in many advertisements in support of the 2010 World Cup Soccer campaign. In these advertisements people were requested to purchase tickets for the games at the various venues well in advance.
- The intended persuasion of fans to purchase tickets was an illustration of the function of language
- (1) conative
 - (2) phatic
 - (3) referential
 - (4) expressive
- Q44 Chad le Cloe beat the world's number one swimmer (Michael Phelps) in a specific event to snatch the gold medal at the Olympics last year. This news was published world-wide and made us feel proudly South African.
- This information illustrates the _____ function of language
- (1) conative
 - (2) phatic
 - (3) referential
 - (4) expressive

[TURN OVER]

- Q45 Cameron van der Burgh, Africa's first home-trained world record holder, won the first gold medal for South Africa in the pool at the Olympics in 2012. Upon his return to South Africa, the SABC conducted a long interview with him, asking him how it feels to be a gold medal winner. He expressed his feelings, indicated what his beliefs are, how he views the judges, and what his future plans are.

Cameron's response to the SABC interview relates to the _____ function of communication

- (1) conative
- (2) phatic
- (3) referential
- (4) expressive

- Q46 You are on the cell phone with a taxi cab at the airport trying to find one another. The line suddenly breaks up and you continue asking "Hello. Hello, are you there?"

Trying to maintain contact with someone represents the _____ function of communication

- (1) conative
- (2) phatic
- (3) referential
- (4) expressive

- Q47 Choose the most abstract word from the list below

- (1) Reading
- (2) Painting
- (3) Hobby
- (4) Tears

- Q48 Men and women communicate differently and according to Steinberg (2007:127) misunderstandings occur as a result of the differing cultures in which genders grow up.

Consider the list below and identify the most comprehensive list representing feminist communication (indicating why women communicate)

- (1) Intimacy, relationship, autonomy
- (2) Collaboration, attract audiences, individual achievement
- (3) Create and maintain relationships, respond to others, deal with feelings
- (4) Accomplish something, establish knowledge, relationship

[TURN OVER]

Q49 We are sometimes very upset by the inappropriate feedback we get from someone when we communicate. You are in communication with someone else and that person does not allow you to complete your sentences, continuously breaks your line of thought, and makes you feel that their views are more important than yours. This is a clear indication of a/an _____ response.

- (1) tangential
- (2) interrupting
- (3) impervious
- (4) irrelevant

Q50 You have now completed COM1501, the first half of a first-year Communication Science module. We trust that you have enjoyed the module, its contents and that you have found the experience of being a Unisa student rewarding. Do continue with your studies as COM1501 is merely a stepping stone to great heights which you can achieve.

Considering the statement above against Maslow's hierarchy of needs, identify the need supporting the notion that you are studying to fulfill your human potential, wishing to excel, and become the best you can possibly be.

- (1) Social
- (2) Self-actualisation
- (3) Esteem
- (4) Survival

TOTAL: 50

IMPORTANT

- **ONLY 90% OF THE MARK YOU OBTAIN IN THE EXAMINATION WILL BE USED IN THE CALCULATION OF YOUR FINAL MARK**
- **YOU HAVE TO OBTAIN AT LEAST 40% (SUB-MINIMUM) IN THE EXAMINATION FOR THE SEMESTER MARK TO BE ADDED TO YOUR EXAMINATION MARK**
- **YOU NEED 50% (SEMESTER MARK AND EXAMINATION MARK COMBINED) AS A FINAL MARK TO PASS THE MODULE**

YOUR FINAL MARK WILL BE CALCULATED BY THE COMPUTER

PART 1 (GENERAL/ALGEMEEN) DEEL 1

STUDY UNIT e.g. PSY100-X
 STUDIE EENHEID bv. PSY100 X

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INITIALS AND SURNAME
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EXAMINATION CENTRE (E.G. PRETORIA)
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For use by examination invigilator
 Vir gebruik deur eksamenopsiener

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IMPORTANT

- 1 USE ONLY AN HB PENCIL TO COMPLETE THIS SHEET
- 2 MARK LIKE THIS
- 3 CHECK THAT YOUR INITIALS AND SURNAME HAS BEEN FILLED IN CORRECTLY
- 4 ENTER YOUR STUDENT NUMBER FROM LEFT TO RIGHT
- 5 CHECK THAT YOUR STUDENT NUMBER HAS BEEN FILLED IN CORRECTLY
- 6 CHECK THAT THE UNIQUE NUMBER HAS BEEN FILLED IN CORRECTLY
- 7 CHECK THAT ONLY ONE ANSWER PER QUESTION HAS BEEN MARKED
- 8 DO NOT FOLD

BELANGRIK

- 1 GEBRUIK SLEGS 'N HB POTLOOD OM HIERDIE BLAD TE VOLTOOI
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PART 2 (ANSWERS/ANTWOORDE) DEEL 2

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128	0	1	2	3	4	5
129	0	1	2	3	4	5
130	0	1	2	3	4	5
131	0	1	2	3	4	5
132	0	1	2	3	4	5
133	0	1	2	3	4	5
134	0	1	2	3	4	5
135	0	1	2	3	4	5
136	0	1	2	3	4	5
137	0	1	2	3	4	5
138	0	1	2	3	4	5
139	0	1	2	3	4	5
140	0	1	2	3	4	5

Specimen only