

**COM1501**

( 469966)

May/June 2016

**FUNDAMENTALS OF COMMUNICATION**

Duration 2 Hours

100 Marks

**EXAMINERS**FIRST  
SECONDPROF EJ TERBLANCHÉ  
MRS MM VAN HEERDEN

Closed book examination.

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This examination question paper consists of 12 pages and consists only of multiple-choice questions. 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) The mark which you obtain will be converted to a percentage
- (4) Make sure that your student number, the code of the paper **COM1501** and the unique paper number (**469966**), appear on the **mark-reading sheet**
- (5) Instructions for the completion of the mark-reading sheet appear at the back of this paper
- (6) The mark-reading sheet has to be completed by using a pencil **ONLY**
- (7) After answering this examination paper you have to hand in the following
  - **ONE** mark-reading sheet
  - **ONE** examination paper

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**QUESTIONS**

- Q1 Which ONE of the options below provides the most comprehensive definition of the term "communication"?
- (1) Sending and receiving messages
  - (2) Interaction between people
  - (3) A network for the transmission of messages
  - (4) A dynamic process of exchanging meaningful messages
- Q2 When you book a ticket on the aeroplane, the assistant allocates a reference number comprising of various alphabetical letters
- Alpha, Bravo and Zulu are examples representing
- (1) Morse code
  - (2) the phonetic alphabet
  - (3) the International Flag Alphabet
  - (4) Semaphore
- Q3 A chatroom is characterised by ..
- (a) knowing the other participants
  - (b) online responses in real time
  - (c) articles of specific topics written by interested parties
  - (d) being an ongoing discussion forum
- (1) a c d
  - (2) b c d
  - (3) b
  - (4) a b
- Q4 Telecommuting is the term used to refer to
- (1) live exchange between people and machines that are remote from one another
  - (2) people officially working at home through electronic connections
  - (3) working with people who share the same common interest
  - (4) interaction amongst people via two-way video facilities

**Read the scenario below and answer the question that follows.**

You are a television reporter who has to report on the abduction of a 4-year old toddler from her home in the community. You, the parents, a religious leader in the community, a social worker, a psychologist and the police are involved in the matter.

- Q5 The purpose of the communication of the religious leader will be to
- (a) persuade the parents not to feel guilty
  - (b) attend to the physical and psychological needs of the parents
  - (c) collect information
  - (d) establish a relationship with the parents
- (1) a  
(2) d  
(3) a c d  
(4) a b c d
- Q6 When a partner dies, the partner left behind sometimes gets a pet to help them cope. Which function of communication does this action illustrate?
- (1) Sense of self
  - (2) Physical and psychological need
  - (3) Decision making
  - (4) Relationship
- Q7 Maslow claimed that *What a man must be, he must be*. The desire to become what one is capable of becoming describes the need for
- (1) esteem
  - (2) safety
  - (3) self-actualisation
  - (4) socialisation
- Q8 According to Packard's theory of needs, the human need for emotional security is threatened by
- (1) the lack of someone stroking your ego
  - (2) substituting our creativity
  - (3) the lack of being valued for what you do
  - (4) war, terrorism, AIDS
- Q9 A \_\_\_\_\_ is a word to which all scientist in a particular field assign the same meaning to ensure that everyone will have the same understanding thereof
- (1) concept
  - (2) model
  - (3) view
  - (4) verbal communication

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Q10 When you use foul language in the company of friends but not at work, it can be regarded as \_\_\_\_\_ communication

- (a) formal
- (b) informal
- (c) written
- (d) intentional

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

Q11 Identify the correct statements about communication models listed below.

- (a) Models cannot fully represent the complexity of a dynamic process
- (b) Models seldom serve a scientific purpose in communication research
- (c) Models are made up of different concepts that are arranged diagrammatically
- (d) Models should look attractive to encourage people to study and understand them

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

Q12 Identify the communication model where the essence of the model is the negotiation of meaning

- (1) Technical
- (2) Circular
- (3) Transactional
- (4) Meaning-centered

Q13 Experimental research is when

- (1) the researcher uses two similar groups of people and exposes them to the same variable
- (2) the research is conducted at the place where the phenomenon occurs
- (3) information is collected from a selected group of people
- (4) mass media is analysed to gather information

Q14 You are analysing advertisements in a popular magazine to determine how many times women appear in advertisements in the publication. Which research method would you be using?

You will be conducting

- (1) historical research
- (2) field research
- (3) a content analysis
- (4) experimental research

Q15 When a scientist has to study and interpret artefacts and records, this kind of research is known as . . . research

- (1) historical
- (2) content analysis
- (3) field research
- (4) experimental research

Q16 The definition that communication is a reciprocal, transactional process in which messages are exchanged, where meaning is negotiated and where relationships are established and maintained is an example of the definition of communication.

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

Q17 The most effective way in which the maximum amount of information could be sent along a given channel was the essence of communication for

- (1) Shannon and Weaver
- (2) Lasswell
- (3) Schramm
- (4) The technical view of communication

Q18 Schramm's view of communication was more complex than that of Lasswell. Schramm's view of communication can be regarded as a model of communication

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

- Q19 Consider the options below and select the most comprehensive list displaying the characteristics of the systems theory of communication
- (a) The systems operates in balance with itself
  - (b) All parts in the organisation are interdependent
  - (c) Synergy exists because a result is greater than the sum of its parts
  - (d) Acting on feedback to ensure existence in a changing environment
- (1) b  
(2) b c d  
(3) a b c d  
(4) c
- Q20 Your ability to ascertain the emotional meaning that is attached to a message through the use of non-verbal signs, indicates you can .. a message
- (1) sense
  - (2) attend to
  - (3) understand
  - (4) interpret
- Q21 Identify the option containing the most comprehensive list of communication components
- (1) Intentional communication, people, message, channel
  - (2) Unintentional communication, semantic noise; sign, code
  - (3) Decoding, meaning, interpretation, noise
  - (4) Concept, decoding, medium, channel
- Q22 While you were dining in an Italian restaurant, the waiter used strange (Italian) words You could not understand what he was saying and this is regarded as . noise
- (1) semantic
  - (2) internal
  - (3) physical
  - (4) external
- Q23 The fact that your migraine is hampering your listening, interpretation and understanding of a message conveyed by the director of the company, is an example of . noise
- (1) semantic
  - (2) internal
  - (3) physical
  - (4) external

- Q24 How would noise be regarded by the communication model of Shannon and Weaver?
- (1) A distortion of the communication process
  - (2) It could have caused ineffective listening
  - (3) It would have had an impact on the receipt and interpretation of the message
  - (4) Irrelevant because the noise did not originate in the channel
- Q25 A \_\_\_\_\_ is something that stands for something else
- (1) code
  - (2) message
  - (3) medium
  - (4) sign
- Q26 A system for using signs is known as
- (1) a model
  - (2) decoding
  - (3) encoding
  - (4) a code
- Q27 A telephone line is an example of the \_\_\_\_\_ of communication
- (1) encoding
  - (2) channel
  - (3) decoding
  - (4) medium
- Q28 The \_\_\_\_\_ means by which we negotiate meaning, ideas and exchange meaning, describes
- (1) noise
  - (2) meaning
  - (3) feedback
  - (4) a channel
- Q29 Which of the following advanced communication theories highlights the use of symbols (language) to negotiate meaning in interaction with other people?
- (1) Symbolic interaction
  - (2) Hermeneutics
  - (3) Phenomenology
  - (4) Cultural studies

- Q30 The environment, conditions or place in which communication takes place provides information about the \_\_\_\_\_ of communication
- (1) meaning
  - (2) context
  - (3) interpretation
  - (4) understanding

- Q31 When someone from behind shouts "*When can we get some service around here, please?*" various people in the queue start up a conversation with people in front or behind them

This scenario refers to the \_\_\_\_\_ context of communication.

- (1) social
- (2) mass
- (3) interpersonal
- (4) intrapersonal

**Read the scenario and answer the question that follows.**

Delphine, a student at University, joined the #FeesMustFall protest march. While her mother was watching the news on television at her home in Pretoria, she saw Delphine amongst the protesting students. She thought about the sacrifices she had made to pay her child's university fees. She immediately phoned Delphine to express her feelings about her involvement in student politics.

- Q32 What contexts of communication does this scenario illustrate?

- (1) Small-group, interpersonal, public-speaking; mass
- (2) Interpersonal; public-speaking, mass
- (3) Intrapersonal, interpersonal, mass
- (4) Interpersonal, mass, public-speaking

- Q33 "Women are too stupid to be mechanics" is an example of \_\_\_\_\_ noise

- (1) internal
- (2) external
- (3) semantic
- (4) stereotypical

- Q34 The process whereby we select sensory stimuli that reaffirm our frame of reference, is known as

- (1) perceptual interpretation
- (2) selection
- (3) selective exposure
- (4) perceptual organisation

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Q35 Select the option that contains the correct statement

- (1) Stereotyping is a useful method of improving your perception of others
- (2) Past experiences contribute to our perceptions of other people
- (3) Stereotyping helps us to respond to people as individuals
- (4) Our perceptions of other people are based on reality

Q36 A number of controversial art paintings in which President Zuma is implied were in the news in South Africa. Some of these pictures have resulted in controversy and court applications.

If one applies the principles of Gombrich's theory of perception of the arts, these explain

- (a) why two people may interpret the paintings in which President Zuma is captured in different ways
- (b) that the artist's culture influences his/her painting style
- (c) that perception is a physical or mechanical act
- (d) how art satisfies the need for creativity

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

Q37 Which of the following is a passive process?

- (1) Hearing
- (2) Listening
- (3) Interactive listening
- (4) Sensing

Q38 In view of the upcoming general election, a number of politicians are touring the country and delivering speeches in an attempt to win votes. You decide to attend such a rally and hear what the speaker has to say.

What type of listening will you be exercising?

- (1) Empathetic listening
- (2) Conversational listening
- (3) Critical listening
- (4) Reflective listening

Q39 As seen with the development of communication and the communication models designed by various theorists, feedback is an important component of successful communication. Feedback indicates whether the intended message was received correctly, positively or negatively, and whether our communication style should be changed. In successful communication the communicator and recipient both have a mutual responsibility to give and receive feedback. Inappropriate feedback does not encourage effective communication and when someone fails to acknowledge your attempt to communicate even though they have heard you, they are demonstrating a response

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

Q40 Steinberg (2007:102) states that "Time influences the way we interpret messages and forms of behaviour. Time is often a reflection of status: the higher our status, the more control we have over time."

This statement represents \_\_\_\_\_ as a category of nonverbal communication

- (1) kinesics
- (2) proxemics
- (3) haptics
- (4) chronemics

Q41 My telephone rang at 03:00 yesterday morning and I immediately thought that it was bad news.

Which category of nonverbal communication is represented by the time in the morning that the phone rang?

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

Q42 At the first Toastmaster's meeting that you attend, the chairperson addresses the meeting. While delivering the speech, she continuously moves closer and closer to where you are seated. You experience this action as an invasion of your personal space and move your chair a little to the side (away from her).

This perception of space communicates information known as

- (1) chronemics
- (2) personal appearance
- (3) haptics
- (4) proxemics

Q43 Tempers flared up at a recent meeting at your office. When Annie raised her voice and put her arms on her hips before commenting on something, you knew that this . . . meant trouble

- (1) emblem
- (2) regulator
- (3) gesture
- (4) affect display

Q44 Parents are not allowed to spank naughty children any more. When your three-year old toddler threw his toys around because he did not get his way, you gave him a very stern look and he could see you are angry.

What kind of non-verbal communication are you displaying? You are displaying

- (1) affect display
- (2) eye contact
- (3) haptics
- (4) an illustrator

Q45 Your four-year old child is at a stage where he throws a tantrum every time he does not get something his way. You are tired and your patience is running out. You finally snap, get hold of his arm and shout "Now, listen to me!" in an attempt to capture his attention.

Your action and reaction contributes towards . . . the message

- (1) accenting or reinforcing
- (2) complementing
- (3) contradicting
- (4) regulating

Q46 By kissing distant family members and very close friends, you allow them to enter into your . . . spatial zone

- (1) personal
- (2) intimate
- (3) social
- (4) public

Q47 Paralanguage is concerned with .

- (a) sounds of the voice
- (b) range of meanings
- (c) words used
- (d) communication about communication (metacomm)

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

Q48 My colleague Martha is fluent in seven African languages as well as Afrikaans and English. Although she can speak Afrikaans very well, she sometimes makes an error in terms of the word order. We, who have Afrikaans as our mother tongue, sometimes comment on her sentence construction in an attempt to assist her.

Consider the list below and identify the purpose of language which can be identified by our action.

- (1) Label and define
- (2) To entertain
- (3) To talk about language
- (4) To discuss things within our immediate experience

Q49 Advertisements use various creative concepts, pictures or people to draw the attention of the public to a specific product. The fact that Lukas Radebe is used in advertisements to promote the World Cup Soccer of 2010 is an example of the . function of language because the communication is oriented towards influencing the recipient of the message in the advertisement.

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

Q50 Consider the statement below and select the most appropriate option.

The word "AIDS" has different meanings in different cultures and backgrounds to people. If we want to avoid misunderstandings, we will have to make sure that we all assign the same meaning to the word when we discuss this concept.

- (1) denotative
- (2) concrete
- (3) conventional
- (4) connotative

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**TOTAL: 50**

**PART 1 (GENERAL/ALGEMEEN) DEEL 1**

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For use by examination invigilator  
Vir gebruik deur eksamenopsiener

**IMPORTANT**

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

**BELANGRIK**

- GEBRUIK SLEGS 'N HB-POITLOOD OM HIERDIE BLAD TE VOLTOOI
- MERK AS VOLG
- KONTROLEER DAT U VOORLETTERS EN VAN REG INGEVUL IS
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**PART 2 (ANSWERS/ANTWOORDE) DEEL 2**

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100	(1)	(2)	(3)	(4)	(5)
101	(1)	(2)	(3)	(4)	(5)
102	(1)	(2)	(3)	(4)	(5)
103	(1)	(2)	(3)	(4)	(5)
104	(1)	(2)	(3)	(4)	(5)
105	(1)	(2)	(3)	(4)	(5)

106	(1)	(2)	(3)	(4)	(5)
107	(1)	(2)	(3)	(4)	(5)
108	(1)	(2)	(3)	(4)	(5)
109	(1)	(2)	(3)	(4)	(5)
110	(1)	(2)	(3)	(4)	(5)
111	(1)	(2)	(3)	(4)	(5)
112	(1)	(2)	(3)	(4)	(5)
113	(1)	(2)	(3)	(4)	(5)
114	(1)	(2)	(3)	(4)	(5)
115	(1)	(2)	(3)	(4)	(5)
116	(1)	(2)	(3)	(4)	(5)
117	(1)	(2)	(3)	(4)	(5)
118	(1)	(2)	(3)	(4)	(5)
119	(1)	(2)	(3)	(4)	(5)
120	(1)	(2)	(3)	(4)	(5)
121	(1)	(2)	(3)	(4)	(5)
122	(1)	(2)	(3)	(4)	(5)
123	(1)	(2)	(3)	(4)	(5)
124	(1)	(2)	(3)	(4)	(5)
125	(1)	(2)	(3)	(4)	(5)
126	(1)	(2)	(3)	(4)	(5)
127	(1)	(2)	(3)	(4)	(5)
128	(1)	(2)	(3)	(4)	(5)
129	(1)	(2)	(3)	(4)	(5)
130	(1)	(2)	(3)	(4)	(5)
131	(1)	(2)	(3)	(4)	(5)
132	(1)	(2)	(3)	(4)	(5)
133	(1)	(2)	(3)	(4)	(5)
134	(1)	(2)	(3)	(4)	(5)
135	(1)	(2)	(3)	(4)	(5)
136	(1)	(2)	(3)	(4)	(5)
137	(1)	(2)	(3)	(4)	(5)
138	(1)	(2)	(3)	(4)	(5)
139	(1)	(2)	(3)	(4)	(5)
140	(1)	(2)	(3)	(4)	(5)

Specimen only