

UNIVERSITI MALAYSIA TERENGGANU

**FINAL EXAMINATION
PEPERIKSAAN AKHIR**

**SEMESTER II SESSION 2020/2021 (BACHELOR DEGREE)
SEMESTER II SESI 2020/2021 (SARJANA MUDA)**

COURSE <i>KURSUS</i>	:	HUMAN COMMUNICATION <i>KOMUNIKASI KEMANUSIAAN</i>
COURSE CODE <i>KOD KURSUS</i>	:	COM3101
DATE <i>TARIKH</i>	:	22 JULY 2021 (MONDAY) <i>22 JULAI 2021 (ISNIN)</i>
VENUE <i>TEMPAT</i>	:	LMS PLATFORM (OCEANIA)
TIME <i>MASA</i>	:	9.00 – 11.00 AM (2 HOURS) <i>9.00 – 11.00 PAGI (2 JAM)</i>

MATRIC NO. <i>NO. MATRIK</i>	:	_____
PROGRAMME <i>NAMA PROGRAM</i>	:	_____
SEAT NO. <i>NO. MEJA</i>	:	_____

INSTRUCTIONS TO CANDIDATES
ARAHAN KEPADA CALON

- i. Answer all questions.
Sila jawab semua soalan.
- ii. All answers must be written in answer booklet provided.
Semua jawapan hendaklah ditulis dalam buku jawapan yang disediakan.

DO NOT OPEN THE QUESTION PAPER UNTIL INSTRUCTED
JANGAN BUKA KERTAS SOALAN INI SEHINGGA DIBERITAHU

THIS QUESTION PAPER CONSISTS OF TWENTY (12) PRINTED PAGES
KERTAS SOALAN INI MENGANDUNGI DUA PULUH (12) MUKA SURAT BERCETAK

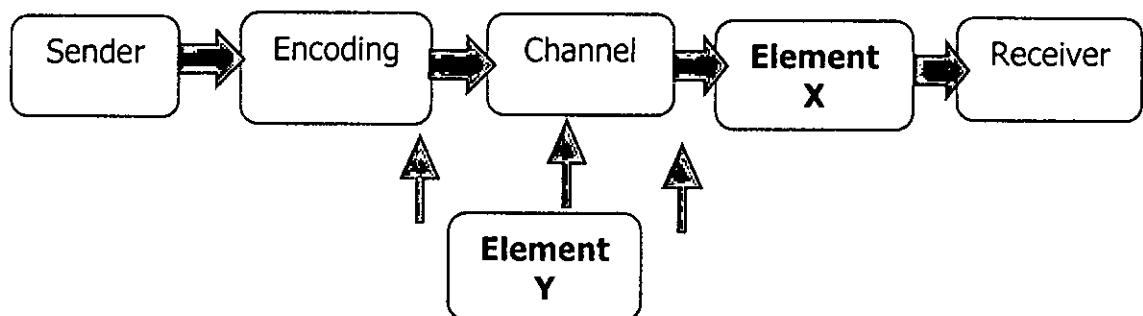
PART A (40 MARKS)

Please choose the most appropriate answer for each question in this part.

1. Communication can be defined as _____.
 A. an art of conveying information, ideas and attitudes from one person to another.
 B. talking to self as a way of learning who you are.
 C. interactions with others to learn about them as well as self; reveal self to others.
 D. to convey feelings, love, affection, hate, sympathy, respect, pride, envy, hatred

2. There are several types of communication, **except** _____.
 A. intrapersonal communication
 B. interpersonal communication
 C. small group communication
 D. two-way communication

Question 3 and 4 are based on the figure below.

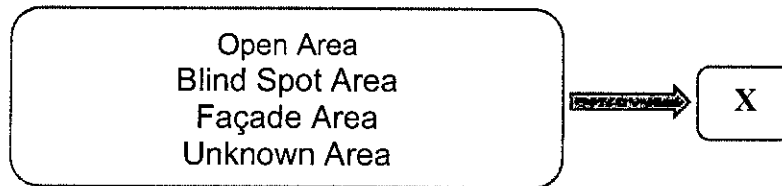


Communication Model Shahnnon-Weawer 1949.

3. Element **X** explaining of _____.
 A. Message – Decoder
 B. Receiver – Message
 C. Sources – Receiver
 D. Channel – Noise

4. What is element **Y** in the model above?
- Message
 - Encoding
 - Sources
 - Noise
5. Which statement is **correct** to describe small group communication?
- You work with others to solve problems, develop new ideas, and share knowledge.
 - Interactions with others to learn about them as well as self; reveal self to others.
 - Talking to self as a way of learning who you are.
 - People inform and persuade one another.

Question 6 and 7 are based on the figure below.



6. **X** explain about _____
- the Johari Window
 - the Concept of Self Dimension
 - self -disclosure
 - self-esteem
7. Blind spot area explains about _____.
- what a person does not know about themselves but which others know.
 - what a person knows about themselves and is known by others in the group.
 - what a person knows about themselves but others do not know.
 - what is unknown by the person about themselves and is unknown by others.

8. What is the factor that influencing perceptual differences?
- Physiological factors
 - Stimulation
 - Organization
 - Interpretation-Evaluation
9. The action of a teacher to label his students based on his observations, will affect the examination achievement of his students. This action is known as _____.
- stereotypes
 - halo effect
 - first impression
 - prejudices
10. Artifacts can be described as _____.
- object language that hold communicative potential.
 - the use of touch in communication.
 - the study of the human use of space and distance.
 - physical attractiveness that leads to more social success in adulthood.
11. Benefits of effective listening **except** _____.
- learn- acquire knowledge.
 - relate- gain social acceptance.
 - play and help others.
 - stronger coping abilities.

Question 12 and 13 are based on the table below.

X	Y
<ul style="list-style-type: none"> • Acknowledge presence and contribution • Make nonverbal contact • Encourage the other person 	<ul style="list-style-type: none"> • Ignore presence and messages • Make no nonverbal contact • Interrupt; make it hard for other's expression

12. Based on the above information, what is **X**?
- A. Confirmation
 - B. Disconfirmation
 - C. Indiscrimination
 - D. Polarization
13. Based on the above information, what is **Y**?
- A. Confirmation
 - B. Disconfirmation
 - C. Indiscrimination
 - D. Polarization
14. Emblems, illustrators, affect displays, regulators and adapters known as _____.
- A. proxemics
 - B. haptics
 - C. kinesics
 - D. vocalics
15. Spatial distance comprises?
- I. Intimate space: 0 - 18 inches
 - II. Personal space: 18" - 4 feet
 - III. Social space: 4' - 12'
 - IV. Public space: 12' and beyond
- A. I dan II
 - B. I, II dan III
 - C. I, II dan IV
 - D. All of the above
16. Dimension of feedback consist of _____.
- A. positive/negative
 - B. verbal/non-verbal
 - C. short/long-distance
 - D. judgmental/non-judgmental

17. Conflict can be described as _____.

- I. common in all relationships
 - II. caused by interdependency, perceived incompatible goals, inability to set/achieve goals
 - III. content conflicts
 - IV. relational conflicts
- A. I only.
 - B. I dan III.
 - C. II dan III.
 - D. All of the above

Questions 18 to 20 are based on the table below.

The table below describes the element of X, Y and Z. Kindly choose the term that is appropriate according to each element.

Element	Description
X	A system of shared beliefs, values, customs, behaviors, and artifacts that the members of a society use to cope with one another and with their world.
Y	A group whose beliefs or behaviors distinguish it from the larger culture of which it is a part and with which it shares numerous similarities.
Z	Specialized languages used by co-cultures to facilitate effective communication and to distinguish group members from nonmembers.

18. Based on the above description, what is **X**?

- A. Co-culture
- B. Co-languages
- C. Culture
- D. Collectivist cultures

19. Based on the above description, what is **Y**?

- A. Co-culture
- B. Co-languages
- C. Culture
- D. Collectivist cultures

20. Based on the above description, what is **Z**?

- A. Co-culture
- B. Co-languages
- C. Culture
- D. Collectivist cultures

PART B (40 MARKS)

Please answer all questions.

1. a. List down **three (3) process** during perceptions. (6 marks)

- i. _____
- ii. _____
- iii. _____

b. Explain with example any **two activities** during perception. (14 marks)

2. a. List down the **functions** of the nonverbal communication. (6 marks)

- i. _____
- ii. _____
- iii. _____
- iv. _____
- v. _____
- vi. _____

b. Describe **seven (7) types** of the nonverbal messages (codes) with example. (14 marks)
