



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF COMMUNICATION AND LANGUAGES

QUALIFICATION : BACHELOR OF ENGLISH AND LINGUISTICS	
QUALIFICATION CODE: 07BENL	LEVEL: 5
COURSE CODE: ICC521S	COURSE NAME: INTERCULTURAL COMMUNICATION
SESSION: JUNE/JULY 2025	PAPER: THEORY (PAPER 1)
DURATION: 2 HOURS	MARKS: 100

SECOND OPPORTUNITY QUESTION PAPER	
EXAMINER(S)	PROF. M. MHENE
MODERATOR:	DR. A. HAUTEMO

INSTRUCTIONS	
<ol style="list-style-type: none">1. Answer TWO questions.2. Each essay must be 600 words3. Write clearly and neatly.4. Number the answers clearly.	

THIS QUESTION PAPER CONSISTS OF 2 PAGES (Including this front page)

Answer TWO questions

Question 1 (50 marks)

There are **five components** of the intercultural communication process. Describe each component and give a concrete example for each component. **(600 words)**

Question 2 (50 marks)

Culture shock is an inevitably stressful and disorienting experience. Write an essay with special consideration of the following:

- (i) Definition of culture
- (ii) Underlying factors to cultural shock
- (iii) The stages of intercultural adjustment
- (iv) Managing culture shock effectively. **(600 words)**

Question 3 (50 marks)

Providing real-life examples, discuss how an intercultural communicator can contribute to helping in intercultural conflict situations at the workplace. **(600 words)**

Question 4 (50 marks)

The general goal of intercultural communication is to create shared meanings effectively. Describe **any four** principles of the intercultural communication process and how they help us develop a keen sense of adaptability/flexibility in our intercultural relating process. Provide relevant examples associated with each principle. **(600words)**

TOTAL MARKS: 100

END OF QUESTION PAPER