**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**SCHOOL OF BUSINESS AND ECONOMICS**

**UNIVERSITY EXAMINATION FOR THE DIPLOMA IN COMMUNITY HEALTH**

**1ST YEAR 1ST SEMESTER 2016/2017 ACADEMIC YEAR**

**MAIN CAMPUS –PART TIME**

COURSE CODE; ZEEL 3115

COURSE TITRLE: INTRODUCTION TO SKILLS OF COMMUNICATION

EXAM VENUE: LR 18 STREAM (CBA)

DATE: APRIL 2017

TIME: 2 HOURS

*Instructions*

1. Answer question ONE (COMPULSORY) and ANY other 2 questions
2. Candidate are advised not to write on the question paper
3. Candidates must hand in their answer booklets to the invigilator while in the examination room.

**QUESTION ONE**

1. Give a brief definition of the term communication 5mks
2. State and explain four types of oral communication 10mks
3. Explain the five possible causes of communication breakdown in an organization 10mks
4. Highlight the four main types of interviews 8mks

**QUESTION TWO**

1. Your department in the Health Ministry is holding a team building meeting. You have been assigned the role of a secretary in that meeting.Write minutes of the proceeding.

15mks

**QUESTION THREE**

1. Explain the role of technology in communication 7mks
2. Explain the impact of information communication technology (ICT) in an organization

8mks

**QUESTION FOUR**

1. You have been requested to prepare a presentation on the ways of cleaning up your local village to promote community health.

Suggest and explain five methods you may use in your presentation 8mks

**QUESTION FIVE**

1. There is need for all departments in any given organization to give progress report of the department at given intervals in a year.Your community health is one of such department.Write a report of the activities you have carried out in the past three months of the year. 15mks