



MURANGA UNIVERSITY COLLEGE

(A Constituent College of Jomo Kenyatta University of Agriculture and Technology)

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF LIBERAL STUDIES MAIN CAMPUS

UNIT CODE: LS 1101 UNIT TITLE: COMMUNICATION SKILLS.

DATE: JULY 2016

UNIVERSITY EXAMINATION

DATE; 25TH JULY 2016

TIME: 2HRS

MAIN EXAM

Instructions: Answer All Questions

QUESTION ONE

- a) Define the term communication (5marks)
- b) Describe any five Elements of Communication (10marks)
- c) List any five barriers to effective communication (5marks)

QUESTION TWO

- . a) Outline the format of a report (5 marks)
- b) Describe communication types under the following categories
 - i) By the number of people involved (5marks)
 - ii) By the channel or medium of communication (5marks)
 - iii) By the direction of flow (5marks)

QUESTION THREE

- a) Clearly describe 5 Common poor reading habits (5) marks
- b) Give 5 (five) advantages of using email for communication (10marks)
- c) Name five types of meetings (5 marks)

QUESTION FOUR

4. Discuss 5 (five) categories of non-verbal communication (20 marks)
- 5a) clearly distinguish any five types of interviews (5marks)
- b) Discuss advantages and disadvantages of grapevine communication (10marks)
- c) Explain the circumstances under which written communication is appropriate. (5marks)