



MURANG'A UNIVERSITY COLLEGE

(A CONSTITUENT COLLEGE OF JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY)

DEPARTMENT OF LIBERAL STUDIES

SPECIAL/SUPPLEMENTARY EXAMINATION

UNIT CODE: SBE 1111

UNIT TITLE: COMMUNICATION SKILLS

DATE: 4TH AUGUST 2015

TIME: 2 HOURS

PROGRAMME: DIPLOMA IN CIVIL ENGINEERING, DIPLOMA IN MECHANICAL ENGINEERING, DIPLOMA IN ELECTRICAL ENGINEERING, DIPLOMA IN COOPERATIVE MANAGEMENT, DIPLOMA/CERTIFICATE IN BUSINESS MANAGEMENT, DIPLOMA/CERTIFICATE IN HOSPITALITY MANAGEMENT, DIPLOMA/CERTIFICATE IN INFORMATION TECHNOLOGY

INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

- Q1 (a) Define the term communication (2 marks)
- (b) Give five situations when oral communication can be used (5 marks)
- (c) State the vocal qualities that one should perfect in order to be an effective oral communicator. (3 marks)
- (d) List five types of interviews (5 marks)
- (e) With clear examples, distinguish between skimming and scanning (6 marks)
- (f) Explain the three components of a paragraph (6 marks)
- (g) Give three disadvantages of using a memo as a form of communication (3 marks)
- Q2 Discuss any five barriers of communication and ways of overcoming them (20 marks)
- Q3 Identify and explain any five types of reading (20 marks)
- Q4 Discuss the barriers to listening and show how they can be overcome (20 marks)
- Q5 Write short notes to demonstrate your understanding of the following.
- I. Card catalogue (5 marks)
 - II. The Dewey Decimal classification (5 marks)
 - III. Downward communication (5 marks)
 - IV. Body language (5 marks)