

**W1-2-60-1-6**

## JOMO KENYATTA UNIVERSITY

**OF**

**AGRICULTURE AND TECHNOLOGY**

# University Examinations 2014/2015

**END OF SEMESTER EXAMINATION FOR THE CERTIFICATE IN INFORMATION TECHNOLOGY/DIPLOMA IN BUSINESS ADMINISTRATION/DIPLOMA IN INFORMATION TECHNOLOGY/CERTIFICATE IN PURCHASING AND SUPPLIES MANAGEMENT/DIPLOMA IN PURCHASING AND SUPPLIES MANAGEMENT**

**HRD 0223 : COMMUNICATION SKILLS**

**DATE: AUGUST 2015 TIME: 1½ HOURS**

**INSTRUCTIONS: ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER**

**TWO QUESTIONS.**

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**QUESTION ONE (30 MARKS)**

(a) Explain the meaning of the following terms: [12 marks]

1. Feedback.
2. Communication.
3. Encoder.
4. Noise.

(b) Discuss any three elements of communication. [9 marks]

(c) Draw a simple communication model. [9 marks]

**QUESTION TWO (15 MARKS)**

(a) Explain any four qualities of communication. [8 marks]

(b) What is an interview? [2 marks]

**QUESTION THREE (15 MARKS)**

(a) Discuss any four levels of communication. [12 marks]

(b) Highlight any three differences that occur in the levels of communication mentioned in (i) above. [3 marks]

**QUESTION FOUR (15 MARKS)**

(a) Discuss any four routes of communication. [12 marks]

(b) Explain any three poor reading habits. [3 marks]

**QUESTION FIVE (15 MARKS)**

(a) Define the term listening. [1 mark]

(b) Highlight any five barriers to effective listening. [5 marks]

(c) Discuss any three types of listening. [9 marks]