

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

**SCHOOL OF HUMANITIES AND SOCIAL SCIENCES**

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

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

**1ST YEAR 1ST SEMESTER 2015/2016 ACADEMIC YEAR**

**MAIN**

**COURSE CODE: ZEL 2115**

**COURSE TITLE: COMMUNICATION SKILLS.**

**EXAM VENUE: STREAM: DIP CH & D**

**DATE: 07/09/ 2016 EXAM SESSION: 9.00 – 10.30 AM**

**TIME: 1 ½ HOURS**

**Instructions:**

1. **answer question 1( compulsory) and ANY other 2 questions**
2. **Candidates 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 1: Compulsory**

1. “Communication skills are styles that one needs to develop” Discuss. (7marks)
2. What do communication skills entail? Discuss this in relation to your area of study (15marks)
3. Identify and explain how one may show their discontentment in the process of interaction. (8marks)

**Question 2:**

1. State and explain any **FIVE** qualities that you would consider when selecting the appropriate source of information out of many that are published on the same subject. (10marks)
2. What makes learning about library skills important in Universities? (4 marks)
3. With appropriate examples, explain the following terms as used in library user education. (6 marks)
4. Catalogue
5. Call number
6. Reference section

**Question 3:**

1. Discuss at least **THREE** causes of plagiarism in an academic writing. (6 marks)
2. Briefly explain characteristics of an academic writing. (4 marks)
3. Discuss any **FIVE** methods of taking notes that can be used by university students. (10 Marks)

**Question 4:**

1. Assuming you have been appointed a guest speaker to address a rally, how will you engage your audience in delivery of the speech? (4 marks)
2. Using your own examples, discuss any **SIX** paralinguistic features you may use in the delivery of the speech. (6 marks)
3. How will you ensure a success in your speech making and delivery? (10 marks)

**Question 5:**

1. Discuss differences in the common two types of reading. (4 marks).
2. State at least **THREE** importance of each. (6 marks)
3. Discuss the important tips that are helpful in how you plan your study time.(10marks)