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University Examinations 2013/2014

FIRST YEAR, FIRST SEMESTER EXAMINATION FOR ALL DIPLOMA PROGRAMMES

DIT 0105: COMMUNICATION SKILLS

DATE: DECEMBER 2013

TIME: 1 ½ HOURS

INSTRUCTIONS: Answer question *one* (compulsory) and any other *two* questions

QUESTION ONE (30 MARKS)

- a) Explain FIVE roles of communication in an organization. (10 Marks)
- b) Using appropriate examples, discuss FIVE effects of grapevine communication in an organization. (10 marks)
- c) Explain FIVE techniques of effective listening. (10 Marks)

QUESTION TWO (15 MARKS)

- a) You have been requested to be a guest –speaker during an end of year function in your organization. Explain FIVE factors you would consider while preparing the speech. (10 Marks)
- b) Explain FIVE roles of non-verbal communication in speech delivery. (5 Marks)

QUESTION THREE (15 MARKS)

You are the secretary of UWEZO WELFARE ASSOCIATION. Last week you held a vibrant meeting where several issues were deliberated upon. Write the minutes of the meeting.

(15 Marks)

QUESTION FOUR (15 MARKS)

You have been invited by Safaricom Company Ltd for a job interview which is scheduled to take place in two weeks' time.

- a) Explain FIVE steps you will take in preparing for the interview. (10 Marks)
- b) State FIVE benefits of note-taking during a lecture. (5 Marks)

QUESTION FIVE (15 MARKS)

The social Media can have far reaching effects especially to university student. Discuss FIVE advantages for FIVE disadvantages for social media to college student. (15 Marks)