

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**FIRST YEAR EXAMINATION FOR THE AWARD OF
BACHELOR OF SCIENCE IN NURSING**

NURS 132: COMMUNICATION AND COUNSELLING

STREAMS: NURS (Y1S1)

TIME: 2 HOURS

DAY/DATE: MONDAY 15/12/2014

11.30 A.M. – 1.30 P.M.

PART A: MULTIPLE CHOICE QUESTIONS [10 MARKS]

1. Inter personal communication occurs only when
 - a) Three or more people are communicating with each other at the same time
 - b) An individual interacts with another person as a unique individual
 - c) An individual converses with other people they have no interest in knowing
 - d) Intimate conversation takes place

2. In the communication process, to encode means:-
 - a) Interpret a code
 - b) Translate ideas into a code
 - c) Speak to large group of people
 - d) Block a pathway between the sender and receiver of a message

3. Feedback is a listener's
 - a) Acceptance of a message
 - b) A version to a message
 - c) Verbal nonverbal response to a message
 - d) Verbal critique of your message

4. To decode a message is to:-
 - a) Evaluate a message
 - b) Interpret a message
 - c) Translate ideas into a code
 - d) Reject a message

5. A message is a signal that serves as:
 - a) Stimuli for a mass audience

- b) Stimuli for a receiver
 - c) Stimuli for a speaker
 - d) Noise reduction
6. In the communication process, a receiver is:-
- a) The person who decodes a message
 - b) A message pathway
 - c) The person who encodes an idea
 - d) Message interference
7. The ability to communicate effectively
- a) Depends on the education level of those around you
 - b) Can be learned
 - c) Depends on not using technology to send messages
 - d) Is natural talent that cannot be learned
8. Learning to communicate with others is key to:-
- a) Establishing rewarding relationship
 - b) Eliminating all of your listeners' physiological noise
 - c) Never being understood
 - d) Winning the approval of everyone around you
9. A message can only be deemed effective when it is:-
- a) Repeated back as a proof of understanding
 - b) Communicate face-to-face
 - c) Delivered with confidence
 - d) Understood by others and procedures the intended results
10. Which of the following is an example of a non verbal message?
- a) Mumbling
 - b) Jargon
 - c) Eye contact
 - d) Yelling

PART B: SHORT ANSWER QUESTIONS – [40 MARKS]

1. Define the following terms
- (i) Communication [1 mark]
 - (ii) Counseling [1 mark]
 - (iii) Behaviour change and communication [2 marks]
 - (iv) Interpersonal communication and counseling [2 marks]
 - (v) Mutual understanding [2 marks]

2. Explain the communication cycle with the aid of a diagram [6 marks]
3. a) State four (4) barriers to effective communication [4 marks]
- b) Explain four (4) factors that help in effective communication [4 marks]
4. Explain any five (5) skills of communication and counseling [10 marks]
5. state four (4) functions of IEC (Information, Education And Counseling) materials in counseling [4 marks]
6. State the first four (4) steps in conducting a health education session [4 marks]

LONG ANSWER QUESTIONS [20 MARKS]

Choose one question

1. “I am Rahila and I have eight children one day I went to the nearby health facility. The midwife counseled me regarding family planning. My husband and I jointly selected Intra Uterine Contraceptive Device (IUCD) as birth spacing method. My husband still supports the decision..... And is against birth spacing”
 - a) Identify in which step of behaviour change that Rahila is in [2 marks]
 - b) Describe the health messages you would give her if she visits you and asks you for advice [18 marks]
 2. During your interaction with mothers at the antenatal clinic, you discover that there is a rumor going round that “ breastfeeding immediately after birth is unhealthy for the baby”
 - a) Define a rumor [1 mark]
 - b) State four (4) possible sources /causes of a rumor [4 marks]
 - c) Describe how you would counteract this rumor [15 marks]
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