

Mount Kenya



University

UNIVERSITY EXAMINATION 2011/2012

SCHOOL OF SOCIAL SCIENCES

DEPARTMENT OF LANGUAGES

SCHOOL BASED

UNIT CODE: UCU 001 UNIT TITLE: COMMUNICATION SKILLS

DATE: DECEMBER 2011

MAIN EXAM

TIME: 2HRS

ANSWER ALL QUESTIONS IN SECTION A AND ANY OTHER TWO QUESTIONS IN SECTION B

Section A (Compulsory)

1. (a) Outline any four functions of non-verbal communication (8marks)
- (b) What is plagiarism and how can a scholar avoid it? (6marks)
- (c) Differentiate between fully blocked and semi-blocked official letters (4marks)
- (d) Differentiate between channel and code as used in communication (4marks)
- (e) Using examples, give any four types of libraries (8marks)

Section B (Answer any two questions)

2. (a) Explain any five qualities that would ensure effective communication (15marks)
- (b) Give any five reasons that would make it necessary for all tertiary institution students to study communication skills (5marks)
3. (a) How would you adequately prepare for a job interview? (10marks)
- (b) Explain any five types of essays (10marks)
4. (a) Group discussion is a very effective method of oral presentation. Discuss any four types of group discussion (16marks)
- (b) Give four purposes for reading (4marks)
5. (a) Explain how one would ensure effective listening in a lecture (16marks)
- (b) highlight any four types of listening (4mark)

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UNIT CODE: UCU 001 UNIT TITLE: COMMUNICATION SKILLS

DATE: JANUARY 2012 SUPPLEMENTRY/SPECIAL EXAM TIME: 2HRS

ANSWER ALL QUESTIONS IN SECTION A AND ANY OTHER TWO QUESTIONS IN SECTION B

SECTION A (COMPULSORY)

1. (a) Explain the five main aspects of communication (5marks)
- (b) Distinguish between the following terms: (8marks)
 - i. Reference and bibliography
 - ii. Interview and meeting
 - iii. Graphs and charts
 - iv. Empathetic listening and critical listening
- (c) Explain four poor reading habits and how to overcome them (8marks)
- (d) What are the possible barriers in effective listening? (5marks)
- (e) What is the importance of visual aids in communication? (4marks)

SECTION B (ANSWER ANY TWO QUESTIONS)

2. (a) Discuss non-verbal cues that enhance listening and speaking (12marks)
- (b) Discuss the four types of reading techniques (8marks)
3. (a) Discuss the reasons that would hinder a prospective employer from hiring an interviewee despite having all the required educational qualifications (10marks)
- (b) Explain why listening is important to good business communication (10marks)

4. (a) Identify the various parts of a business letter (10marks)
- (b) You have been an employee of Teacher Service Commission. Mt. Kenya University has offered you a better job. Write an appropriate letter to your current boss informing him about this (10marks)
5. (a) To be able to effectively use a library, one needs to know the functions of each section. Name and explain the five sections of a modern library (10marks)
- (b) Write the following information in the correct reference format (10marks)
- i. A book published by Pilgrim's Publications of Canterbury in 1988. Its title is Designer Writing by A.E. Brookes
 - ii. A book entitled Note-taking for Advanced Learners published in London Zed Books in 1983 by Adkins A. and others
 - iii. An article in the Daily Nation that appeared on Saturday November 28th 2011 in page 2 & 3