JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF BUSINESS & ECONOMICS

UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF EDUCATION WITH IT

1ST YEAR 1ST SEMESTER 2016/2017 ACADEMIC YEAR

NAMBALE LEARNING CENTRE

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COURSE CODE: AEN 105

COURSE TITLE : COMMUNICATION SKILLS

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Instructions:

1. Answer question ONE (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 one.**

(a) define the term 'communication' (2mks)

b) explain the difference between 'hearing' and 'listening' (4mks)

c) list any four (4) elements of a communication process (8mks)

d) list any three courtesy markers to consider when contributing in a lecture (6mks)

d) discuss briefly the following methods of library classification (10mks)

1. Library of Congress (LC)
2. Dewey classification

**Question Two**

 Identification of Thesis statement in the text.

In the following sentences, one sentence is the general or main point, and the other

sentences are specific support for the main point. Identify the main points in each set

1. A. The vegetables were soggy and tasteless.

 B. The chicken was hard to chew.

 C. The meal was very pleasant.

 D. The rolls were rock-hard.

1. \_\_\_\_A. The man doesn't use his turn signal.

\_\_\_\_B. The man drives too fast down the residential narrow residential streets.

\_\_\_\_C. The man is an unsafe driver.

\_\_\_\_D. The man doesn't come to a complete stop at stop signs.

1. \_\_\_\_A. Among teenage girls, gossip contributes to bonding.

\_\_\_\_B. Political gossip often is leaked to the media as a way of learning how the

 Public is likely to react to a particular policy.

\_\_\_\_C. Gossip takes many forms and serves different purposes.

\_\_\_\_D. In the business world , gossips can provide insights unavailable through

 Official facts and figures.

1. \_\_\_\_A. Federal law should prohibit banks from giving credit card to college

 Students.

\_\_\_\_B. Credit-card debt is the leading cause of bankruptcy for young Americans.

\_\_\_\_C. Taking advantage of the fact that many parents will pay their children's

 Credit-card debts, banks extend excessive credit to students.

\_\_\_\_D. When they receive their monthly credit card bills, many students can pay only the

 Minimum required and so have hefty interest charges on large unpaid amounts.

1. \_\_\_\_A. Bats are so rarely rabid that a person has better chance of catching rabies from a cow

 Than from a bat.

\_\_\_\_B. Bats, in spite of their bad reputation, are not a danger to human beings.

\_\_\_\_C. Bats are afraid of humans and they do their best to stay away from them.

\_\_\_\_D. Unlike movie vampires, bats do not bite people unless frightened or attacked

***Vocabulary in Context***

Read the excerpts given for each question and give the meaning of the word in context of use.

 “Among 314 spouses with relatively high income and education, husbands were more likely

 to suffer from overload (perhaps because they had not been socialized to deal with

 domestic as well as occupational responsibilities).”

1. The word *socialized* (sō'shә-līzd') means

 “In a conventional marriage, both partners consider household chores and children

 'women's work'.”

1. The word *conventional* (kәn-věn'shә-nәl) means

 “Womrn's personal activities tend to suffer more than men's,probably owing to the

 disproproportionate time they put into domestic work . . .”

1. In the excerpt below, the word *disproportionate* (dis'prә-рôr'shә-nit) means

 “On the other hand, unequal roles are not necessarily seen as inequitable; it may be a

 Perception of unfairness that contributes most to marital instability.”

1. The word *inequitable* (în-ěk'wî-tә-bәl) means

**Question three.**

b) Efficient comprehension of any written material is very critical. Identify and discuss any four factors you will need to consider for meaningful and purposive reading. (8mks) c) Clearly explain the situations in which the following summary skills can be used (4mks)

1. Note-taking
2. Note- making

d) Students in their first year of university education complain of too much work. Discuss reasons to consider when planning for your study time in the university. (8mks)

**Question four.**

Success at the university is directly related to one's reading ability. Identify five bad reading habits and suggest solutions for each. (20mks)

**Question five**

You have been invited to give a motivational talk to standard eight pupils of Maarifa primary school. Discuss the critical presentation skills that you will use. (20mks)