



MERU UNIVERSITY COLLEGE OF SCIENCE & TECHNOLOGY

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University Examinations 2012/2013

FIRST YEAR, SECOND SEMESTER EXAMINATION FOR CERTIFICATE IN COUNTY
GOVERNANCE

CCG 0101: COMMUNICATION SKILLS

DATE: DECEMBER 2012

TIME: 2 HOURS

INSTRUCTIONS: Answer question *one* and any other *two* questions

QUESTION ONE – 30 MARKS

A.

- i. Define the term communication. (3 Marks)
- ii. Differentiate between hearing and listening. (4 Marks)
- iii. What are the functions of communication? (6 Marks)
- iv. State five barriers to communication. (5 Marks)

B.

- i. What is self concept? (3 Marks)
- ii. What is non verbal communication? (5 Marks)
- iii. Define hate speech. (2 Marks)
- iv. What do you understand by the term IT in communication? (2 Marks)

QUESTION TWO – 20 MARKS

During a campaign rally, councillor Ogina of Tamako ward noticed that some of the youths he was addressing appeared restless and others were walking out. Explain:

- i. Why the youths were not paying attention. (10 Marks)
- ii. Discuss on what he should do in future campaigns to avoid similar situations. (10 Marks)

QUESTION THREE – 15 MARKS

Njuguna a county representative wants his people of Twende Mbele ward to remember him for the good things he did for them. He therefore, wants to form a group that will assist him in developing his ward.

Advise him on the benefits of working as a group rather than working alone. (15 Marks)

QUESTION FOUR – 20 MARKS

Mary Adhiambo an aspiring county representative wants to give a speech to a self – help group of women in her county.

- i. Explain the areas she should consider before giving the speech. (10 Marks)
- ii. Discuss the interpersonal skills she should have. (10 Marks)

QUESTION FIVE – 10 MARKS

Politicians are known to give excuses to their constituents even on matters that are weighty. Discuss reasons why politicians should be responsible and answerable to their constituents. (10 Marks)