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University Examinations 2013/2014

FIRST YEAR FIRST SEMESTER, EXAMINATION FOR ALL DEGREE STUDENTS

HRD 2101: COMMUNICATION SKILLS

DATE: APRIL 2014

TIME: 2HOURS

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

QUESTION ONE - (30 MARKS)

- a) Identify and explain the type of library fraud in operation in MUST. (3 marks)
- b) Define communication loop and explain any three elements of such a loop. (6 marks)
- c) Differentiate between a term paper and a speech. (5 marks)
- d) Differentiate and explain four functions of communication skills applicable at your home set-up. (10 marks)
- e) Explain why students in the same lecture class take different notes from a lecturer. (6 marks)

QUESTION TWO (20 MARKS)

- a) Discuss any 3 purposive types of listening. (10 marks)
- b) List of references from a term paper were listed as follows:
 - 1. Hoyle,E.(1986). The Politics of school management. London: Hodder and Stoughton.
 - 2. Gitonga, A.K. (1991). The science of Election Campaigning: How to win Elections.Nairobi: Cosmopolitan Publishers Limited.
 - 3. K.M Hart (1981).Children's understanding of mathematics :11 ~ 16.London:John Murray.

4. Churchhill,R.V, Broen,J.W and Verhey,R.F (1948).Complex variables and applications (3rd Edn).Kogakush:MCGraw-Hill.

5. J.S.Ferrant,(1980).Principles and Practice of Education(New edn).HongKong: Longman.

- c) (i) Using the item number only, arrange the references in the way they would appear in Bibliography.
(ii) Write item 3 in a conventional way. (10 marks)

QUESTION THREE (20 MARKS)

Kakubwa is a third year student who always (i) “understood” concepts when the teacher was teaching in a class.(ii) Forgot to write his reg.number on his answer sheet. (iii) Panicked during examination period (iv) Had disorganized notes (v) liked reading alone.

- a) Identify challenges facing Kakubwa and give him tips on how to address them. (10 marks)
b) Analyze five effective study habits. (10 marks)

QUESTION FOUR (20 MARKS)

Use the information in Figure 1 below and answer the questions that follow;

- a) What is the difference between the closing index and the opening index? (2 marks)
- b) How many times and when was the index equal to 40? (8 marks)
- c) In four grammatically correct sentences and in prose summarize the market value between mid March 2011 and June 2011. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Differentiate between a tutorial and a public address. (5 marks)
- b) Identify and explain five characteristics of an effective public speaker. (10 marks)
- c) Explain why a speaker shivers when addressing a gathering. (5 marks)