

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

CHUKA AND EMBU CAMPUSES

EXAMINATION FOR THE AWARD OF DIPLOMA IN COMMUNITY  
DEVELOPMENT

COMS 0101: COMMUNICATION SKILLS

STREAMS: DIP COMS Y1S2

TIME: 2 HOURS

DAY/DATE: FRIDAY 8/12/2017

11.30 A.M - 1.30 P.M.

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**INSTRUCTIONS:**

- Answer **THREE** Questions in all. Question **ONE** is Compulsory.

**QUESTION ONE**

- (a) Explain four tips for taking note in a lecture. [4 Marks]
- (b) State five functions of non-verbal communication. [5 Marks]
- (c) Explain the catalogue form that is used in the Chuka University Library. [4 Marks]
- (d) Differentiate between hearing and listening. [4 Marks]
- (e) State five qualities of a good public speaker. [5 Marks]
- (f) Explain four poor reading habits and suggest a remedy for each. [8 Marks]

**QUESTION TWO**

- (a) Discuss the different types of libraries based on the purpose for each. [10 Marks]
- (b) Effective listening requires conscious efforts and practice. Discuss some of the listening barriers and how to overcome them. [10 Marks]

**QUESTION THREE**

- (a) With the help of a diagram, describe the process of communication. [12 Marks]
- (b) Explain the SQ3R method of reading. [8 Marks]

**QUESTION FOUR**

- (a) There are information resources accessed through the internet in the library. Discuss five advantages of E-Resources. [10 Marks]

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- (b) Information can easily be represented in a diagram. Explain five factors that should be considered in diagrammatic displays to make them effective. [10 Marks]

**QUESTION FIVE**

- (a) The reading culture should be cultivated in any society. Provide four reasons to support the statement. [8 Marks]

- (b) Explain the features of academic writing. [12 Marks]

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