



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2015/2016

**FIRST YEAR SECOND SEMESTER EXAMINATIONS FOR THE
DEGREE OF BACHELOR OF ARTS IN CRIMINOLOGY WITH
INFORMATION TECHNOLOGY**

CITY CAMPUS-EVENING

**ACS 107: COMMUNICATION SKILLS IN
CRIMINOLOGY**

Date: 19th April, 2016

Time: 5.30 - 7.30 pm

INSTRUCTIONS:

- Answer question ONE and any other TWO questions.

ACS 107: COMMUNICATION SKILLS IN CRIMINOLOGY

YEAR ONE SEMESTER TWO

KISUMU CAMPUS (EVENING)

Answer Question **ONE** and any other **TWO** Questions.

1. a) Define communication and explain **THREE** barriers to effective Interpersonal Communication. (15 marks)
- b) Explain the value of communication skills to a law enforcement officer. (15 marks)
2. Outline and explain **FOUR** communication skills that are pertinent for gathering of evidence for law enforcement. (20 marks)
3. Discuss **FOUR** communication strategies commonly used for suspect interrogation highlighting their effectivity. (20 marks)
4. Explain **THREE** approaches to effective listening. (20 marks)
5. Discuss the challenges that law enforcement officers face during the process of interrogation and suggest the most effective ways of dealing with resistance. (20 marks)
6. Explain primary communication available to prisoners and discuss how these may be linked to recidivism. (20 marks)