



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF LIBERAL STUDIES

UNIVERSITY ORDINARY EXAMINATION

2018/2019 ACADEMIC YEAR

**FIRST YEAR FIRST SEMESTER EXAMINATION FOR, ALL DIPLOMA
CLASSES**

UCU 050 – COMMUNICATION SKILLS

DURATION: 2 HOURS

DATE: 19/12/2018

TIME: 9.00 – 11.00 A.M.

Instructions to candidates:

1. Answer question One and Any Other Two questions
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION ONE (30 MARKS)

- a) Outline five reasons why it is important to learn communication skills (5 marks)
- b) State five points to consider when preparing a good speech (5 marks)
- c) Discuss any five barriers of communication (5 marks)
- d) State five guidelines you would use while making notes (5 marks)
- e) Identify five bad reading habits (5 marks)
- f) While taking examinations, what should you do before you start answering the questions? (5 marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Discuss the criticism of the linear model of communication (10 marks)
- b) Explain five types of listening (10 marks)

QUESTION THREE (20 MARKS)

- a) Discuss the requirements of a good public speaker (10 marks)
- b) Outline the functions of communication (10 marks)

QUESTION FOUR (20 MARKS)

- a) Identify and explain the features of academic writing (10 marks)
- b) Discuss the types of communication (10 marks)