



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, BACHELOR OF
SCIENCE IN COMPUTER SCIENCE**

UCU 100 – COMMUNICATION SKILLS

DURATION: 2 HOURS

DATE: 13/12/2018

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) Define communication. (2 marks)
- b) Identify and explain the various types of essays. (8 marks)
- c) With a well-illustrated diagram discuss the Shannon–weaver’s model of communication. (10 marks)
- d) Identify and explain the three components of a paragraph. (6 marks)
- e) Construct a sentence that satisfies the following pattern S+V+O+A. (4 marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) State two referencing techniques mostly used in scholarly work. (2 marks)
- b) Elements of communication comprise of several components that constitute the communication process. Discuss these elements. (8 marks)
- c) You happen to have read today’s Daily Nation and seen an advertisement for a job that suits your qualifications. Write a letter to the Human Resource Director applying for the job. (10 marks)

QUESTION THREE (20 MARKS)

- a) State any two forms of communication. (2 marks)
- b) Discuss any four communication barriers. (8 marks)
- c) Explain the common poor reading habits exhibited by learners mostly in lower primary levels. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Discuss the various types of listening. (10 marks)
- b) You are the secretary to the Ward Bursary Committee in your County. The chairman of the committee has convened a meeting to discuss among other applications by the needy students, allocations and disbursement of cheques to the institutions the beneficiaries belong to. Write the minutes of the proceedings of this meeting. (10 marks)