



UNIVERSITY OF EMBU

2017/2018 ACADEMIC YEAR

TRIMESTER EXAMINATIONS

**FIRST YEAR EXAMINATION FOR DIPLOMA IN LIBRARY AND
INFORMATION STUDIES AND DIPLOMA IN CRIMINOLOGY AND
SECURITY STUDIES**

CCS 001: COMMUNICATION SKILLS

DATE: JULY 31, 2018

TIME: 2:00 PM – 4:00 PM

INSTRUCTIONS:

Answer Question ONE and ANY Other TWO Questions.

QUESTION ONE (30 MARKS)

- a) Discuss any **THREE** objectives of a communication act (5 marks)
- b) Using clear and practical examples, discuss any **FIVE** categories of non-verbal communication. (5 marks)
- c) Describe any **FIVE** levels of listening. (5 marks)
- d) State **FIVE** reasons that motivate you to read. (5 marks)
- e) Explain the role of a receiver in the communication process (5 marks)
- f) Explain **FIVE** reference information resources found in a library (5 marks)

QUESTION TWO (20 MARKS)

- a) Identify and explain the type of reading that you would apply when faced with the following:
 - i) When you want to find a specific piece of information
 - ii) When you want to pass examinations

- iii) When you want to read for leisure
- iv) When you want to make a decision on the most suitable material to complete a class assignment
- v) When you are learning a new language (10 marks)
- b) Highlight **FIVE** key barriers to effective communication and indicate how each can be resolved to promote effective communication. (10 marks)

QUESTION THREE (20 MARKS)

- a) Using relevant examples, identify **FIVE** factors that would influence the efficiency of a study group. (10 marks)
- b) Using relevant illustrations, describe the structure of a good speech. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Describe any **FIVE** types of libraries in any society and identify a function of each. (10 marks)
- b) Briefly distinguish between the following terms as applied in the study of communication:
- Source vs. destination
 - Hearing vs. listening
 - Decoding vs. encoding
 - Medium vs. channel
 - Biography vs. bibliography
- (10 marks)

QUESTION FIVE (20 MARKS)

- a) Describe any **FIVE** tactics that one can apply to improve their listening skills. (10 marks)
- b) Using relevant illustrations, discuss the SQ3R formula. (10 marks)

--END--