



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF EDUCATION, HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HUMANITIES

UNIVERSITY ORDINARY EXAMINATION

2021/2022 ACADEMIC YEAR

YEAR ONE SEMESTER ONE EXAMINATION FOR DIPLOMA

UCU50– COMMUNICATION SKILLS

DURATION: 2 HOURS

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.

QUESTION ONE (30 MARKS)

- a) Give five reasons why it is important to study communication skills at the university. (10 marks)
- b) Explain **five** types of non-verbal communication evident within the university. (10 marks)
- c) Identify five activities that characterize the listening process. (10 marks)

QUESTION TWO (20 MARKS)

- a) Give five contexts in which inter-personal communication occurs within and outside the university. (10 marks)
- b) Discuss **six** principles that govern the communication process. (10 marks)

QUESTION THREE (20 MARKS)

- a) Discuss the relationship that exists between the main elements of communication. (10 marks)
- b) Explain the main barriers to effective listening (10 marks)

QUESTION FOUR (20 MARKS)

- a) Discuss the main barriers to effective communication. (10 marks)
- b) Identify the main types of listening clearly showing the advantage of each. (10 marks)