



**MURANG'A UNIVERSITY COLLEGE (MRUC)**  
(A Constituent College of Jomo Kenyatta University of Agriculture & Technology)

**SUPPLEMENTARY EXAM – TOWN CAMPUS**  
**UNIVERSITY EXAMINATION 2013/2014**  
**END OF SEMESTER EXAMINATION FOR**  
**BHRM/BIT/DHM**  
**DRD 2101/SBE III: COMMUNICATION SKILLS**

DATE:

TIME: 2 HOURS

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**INSTRUCTIONS.**

Answer Question *ONE* and any *OTHER TWO*

**QUESTION ONE.**

- (a) Define the term “communication”. (4 marks)
- (b) Briefly explain the importance of communication. (5 marks)
- (c) List down six advantages of written communication. (6 marks)
- (d) How would you overcome the following barriers to communication:
  - (i) Wrong choice of medium. (3 marks)
  - (ii) Physical barriers (3 marks)
  - (iii) Different comprehension of reality. (4 marks)
- (e) Define the term grapevine communication and explain how one can use it effectively. (5 marks)

**QUESTION TWO**

Write a letter through the Principal to the Higher Education Loans Board (HELB) requesting for scholarship. The letter should be copied to the finance officer and head of department. Enclose copies of your certificates and the fees schedule. (20 marks)

**QUESTIONS THREE**

Discuss *FIVE* essentials of communication showing how they help the process. (20 marks)

**QUESTION FOUR**

Describe how you would prepare for an oral interview.

(20 marks)

**QUESTION FIVE**

You are the Secretary of the students' council. During the meeting held on 21<sup>st</sup> October, 2013, the following issues were discussed: punctuality, student welfare, Lecturer-students-relationships among others.

Write the minutes.

(20 marks)