



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

**UNIVERSITY EXAMINATION 2013/2014**  
**END OF SEMESTER EXAMINATION FOR BCOM/BHRM**  
**BPSM/ BBIT/ BIT/ BSC. MATHS/ COMPUTER**  
**HRD 2101: COMMUNICATION SKILLS**

**DATE: DECEMBER 2013**

**TIME: 2 HOURS**

---

**INSTRUCTIONS:**

ANSWER QUESTION *ONE* AND ANY *OTHER TWO* .

**QUESTION ONE:**

- (a) With clear examples, distinguish between scanning and skimming. (6 marks)
- (b) List the *FIVE* types of libraries. (5 marks)
- (c) As the manager of Mt Kenya Booksellers. You have noticed that some officers report to work late, wear very short and tight skirts, and others have too much jewellery. Write a memo to all employees reminding them of the code of regulations in the organization. (10 marks)
- (d) Explain how you would prepare for an oral interview if called upon to attend one. (9 marks)

**QUESTION TWO**

Summarize the listening process with special emphasis on:

- Attention and working memory  
Short term memory  
Long term memory. (20 marks)

**QUESTION THREE**

Discuss any *FIVE* barriers of communication and suggest possible ways of overcoming them (20 marks)

**QUESTION FOUR**

To be able to effectively use the library one needs to understand the various types and formats of catalogues and how to use them. Describe the procedures of borrowing a book from the library with reference to the types and formats of catalogues. (20 marks)

## **QUESTION FIVE**

Using relevant examples in each case, explain how you would effectively use the following non-verbal communication categories.

- (i) Paralanguage
- (ii) Body language
- (iii) Environment
- (iv) Touch
- (v) Space

(20 marks)