



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

SUPPLEMENTARY/SPECIAL EXAMS
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* FROM SECTION B.

Q1 (a) Clearly distinguish the following terms as used in communication.

- (i) Scanning and skimming
- (ii) Hearing and listening
- (iii) Intensive reading and extensive reading. (9 marks)

(b) Identify any three non- verbal cues that would help a student identify major points when listening to a lecture. (6 marks)

(c) State five common poor reading habits that you've come across. (5 marks)

(d) You've been an employee of Jumuia Sacco Ltd. Murang'a Sacco has offered you a better job. Write a resignation letter to this effect to your current employee. (10 marks)

SECTION B

Q2 (a) One of the most important technique that has been developed for effective reading and comprehension is SQ3R. Discuss. (15 marks)

(b) Identify any five categories of libraries.

Q3(a) As a student, explain the various stages that would help you when planning an essay. (15 marks)

(b) Explain five ways you can improve listening during a lecture.

Q4(a) Describe how one can adequately prepare for an interview. (10 marks)

(b) Outline any five types of listening. (5 marks)

Q5. Discuss any five communication barriers