



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)