



MURANG'A UNIVERSITY COLLEGE

(A CONSTITUENT COLLEGE OF JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY)
DEPARTMENT OF LIBERAL STUDIES

2014/2015 ACADEMIC YEAR:

END OF SEMESTER ONE EXAMINATIONS

HRD 2101: COMMUNICATION SKILLS

MAIN EXAM

CLASSES BPSM YI S2, BCOM YR1 S2, BCOM YR1 S1

DATE: 20TH APRIL 2015

TIME: 2 HOURS

INSTRUCTIONS

ANSWER QUESTION ONE AND ANY OTHER TWO

QUESTION ONE (COMPULSORY)

- a) Identify and describe the elements that constitute the communication process. (10marks)
- b) Differentiate the following terms : (6 mks)
- i) Interpersonal and intrapersonal communication
 - ii) Listening and hearing
- c) Identify and briefly describe five types of listening (10 marks)
- d) Describe any six barriers to communication (6mks)

QUESTION TWO

- a) Differentiate between nonverbal and verbal communication (2 marks)
- b) Using clear practical examples identify and discuss any five categories of non-verbal communication (18 marks)

QUESTION THREE

- a) Using clear illustration discuss the following three techniques of reading
- i) Skimming
 - ii) Scanning
 - iii) SQ3R (15 marks)
- b) Outline any five poor reading habits (5mks)

QUESTION FOUR

Write a letter to the Higher Education Loans Board requesting for scholarship. The letter should go through the principal and copied to the following: The dean, School of Business, chairman of department and the finance officer. Attach copies of academic certificates and fee structure. (20marks)

QUESTION FIVE

Argumentation involves convincing others of the correctness of a given view.

Describe five important properties of arguments:

20 marks