



# 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

AUGUST 2015

CLASSES: BCOM YR1 S1

SUP /SPECIAL / EXAM

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