



# 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

APRIL 2015

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

SUPP/SPECIAL EXAM

TIME:

2 HOURS

## INSTRUCTIONS

ANSWER QUESTION ONE AND ANY OTHER TWO

### **QUESTION ONE (COMPULSORY)**

- Define communication 3marks
- Briefly explain the importance of communication 6marks
- Differentiate internal from external communication 7marks
- Outline and describe the qualities of communication (14 marks)

### **QUESTION TWO**

- Explain with examples the importance of listening to our lives (10 marks)
- Describe any five poor reading habits (10mks)

### **QUESTION THREE**

- With specific examples in each case differentiate long term from short term memory (15marks)
- List any five barriers to communication (5mks)

### **QUESTION FOUR**

**With the aid of a diagram, describe the elements that constitute the communication process (20 marks)**

**QUESTION FIVE**

Write a letter to the Academic Registrar requesting for an academic leave. The letter should go through the dean of your school and copied to the chairman of department and the finance officer. Attach copies of academic certificates and fee structure. (20marks)