



**MURANG'A UNIVERSITY COLLEGE**

**(A Constituent College of Jomo Kenyatta University of Agriculture & Technology)**

END OF SEMESTER EXAMINATION FOR DHM

TOWN CAMPUS

MAIN EXAM: SBE 1111: COMMUNICATION SKILLS

DATE: DECEMBER 2013

TIME: 2 hours

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**INSTRUCTIONS:-**

- ANSWER QUESTION ONE AND ANY OTHER TWO.

**Question One**

- a. Identify FIVE essentials of effective communication and state how they help in the communication process. [10 marks]
- b. Distinguish working memory from short-term. [6 marks]
- c. Explain the importance of studying communication. [4 marks]
- d. What steps would you follow when reading in preparation for an exam?  
*(provide the steps in reference to SQ3R)* [10 marks]

**Question Two**

Discuss ANY FOUR types of libraries. [20 marks]

**Question Three**

As the secretary of the workers union in your organization, write the minutes of the previous meeting. [20 marks]

**Question Four**

Write short notes on the following;

- i. Critical listening [4 marks]
- ii. Title catalogue [4 marks]
- iii. Scanning [4 marks]
- iv. Non – verbal communication [4 marks]
- v. Internal communication. [4 marks]

**Question Five**

Discuss FIVE types of essays with their characteristics. [20 marks]