



# MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF LINGUISTICS AND LANGUAGES

AUGUST SESSION EXAMINATION FOR

BACHELOR OF EDUCATION (ARTS)

UCU 100: COMMUNICATION SKILLS

**DATE: SCHOOL BASED**

**TIME:**

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**INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS**

1a). Explain SIX elements that must be present in any communication encounter (6mks)

b) As a leader in your class, you have been asked to come up with study groups to enhance group discussions among students. Discuss the considerations you will make when choosing:

i. The participants in the study groups

ii. The roles of each participant

ii. Study schedule

iv. Place of study

(12mks)

c) Explain THREE key features of academic writing

(9 mks)

e) Give **three** reasons why you would not normally give a group of children the same presentations as the one you would deliver to an adult audience.

(3mks)

## QUESTION TWO

The bibliographic details of the references below are not in the correct order. Using the APA referencing style, rewrite them in the correct order.

- a) i) 1981, New York, Schwart.S and Johnson, J.H, Pergamon Press,  
Psychopathology of Childhood: A Clinical experimental Approach. (4 mks)
- ii) Autism: New Directions in Research and Education. 1980, New York,  
Webster, C.D., Konstantareas, N.M., Oxman, J, and Mark, J.E., Pergamon. (4mks)
- iii) London, 1982, Cohen, I., and Holliday, M. Harper and Row, Statistics for social  
scientist: An Introductory Text with Computer programs in BASIC. (4 mks)
- b) Describe the TWO types of catalogues you would use to find information for your study  
group discussion in the library. (8 mks)

### QUESTION THREE

- a) Demonstrate the relevance and application of the SQ3R reading technique to a university  
student (4mks)
- b) Discuss any **THREE** types of reading and state when each type can be used (12 mks).
- c) Explain **four** poor reading habits and suggest possible solutions (4mks)

### QUESTION FOUR

- a) Discuss FOUR barriers to effective listening and outline possible ways of overcoming  
them (8mks)
- c) State **five** reasons why university students need to study communication skills as a  
course (6 mks)
- b) Differentiate between the following types of listening;  
i. biased and pretentious listening  
ii. empathetic and sympathetic listening  
iii. content and critical listening (6mks)

### QUESTION FIVE

Social media is an effective way of communication to any scholar. Justify this assertion  
(20mks)

