



MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF LINGUISTICS AND LANGUAGES

FIRST YEAR FIRST SEMESTER EXAMINATION FOR

DIPLOMA IN EDUCATION (ARTS)

UCU 001: COMMUNICATION SKILLS

DATE: 11/12/2019

TIME: 11.00-1.00 PM

INSTRUCTIONS:

ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

In every encounter of communication, there are certain common elements that help define the communication process. Briefly explain any FIVE elements of communication. (10 marks)

- a) Discuss FOUR barriers to effective communication (8 marks)
- b) Explain the importance of communication skills as a course to a 21st Century scholar (6 marks)
- c) Communication is a dynamic process. With the aid of a well labelled diagram, explain how this notion can be applied among university students (6 marks)

QUESTION TWO (20 MARKS)

- a) Differentiate between listening and hearing (4 marks)
- b) Listening may be hampered by various factors. With relevant examples, discuss any THREE barriers to effective listening and suggest the possible solution to each. (9 marks)
- c) Note taking skills are essential to a university student. Discuss THREE economical formats you would employ when listening to an academic presentation? (7 marks)

QUESTION THREE (20 MARKS)

- a) Describe any TWO reading techniques and how you can apply each during your study time (6 marks)
- b) Explain THREE factors would you consider when selecting members to include in a discussion group? (3 marks)
- c) Discuss TWO functions of a library in an institution of learning (4 marks)
- d) Explain the relevance of the SQ3R reading formula to you as a scholar (7 marks)

QUESTION FOUR (20 MARKS)

- a) Describe any THREE features of an academic writing (6 marks)
- b) Briefly explain your understanding of the following concepts (4 marks)
 - i. In-text citation
 - ii. End-note
 - iii. Foot-note
 - iv. Appendix
- c) Using the APA referencing style, re-write the reference list below correctly. (6 marks)
 - i. 1981,New York,Schwart.S and Johnson,J.H,Pergamon Press,Psychopathology of Childhood:A Clinical experimental Approach.
 - ii. Towards understanding relations, Hinde, R.A.,London: Academic press (1979)
 - iii. (1961). The Sociological imagination. Mills, C.W.,New York: Grove Press
- d) Describe TWO types of catalogues you intend to use to locate a book in the library. (4 marks)

QUESTION FIVE (20 MARKS)

Discuss the importance of technological advancement to you as a scholar