



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

BACHELOR OF SCIENCE (AGRICULTURAL EDUCATION AND EXTENSION)

BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)

**BACHELOR OF SCIENCE (TELECOMMUNICATION AND INFORMATION
TECHNOLOGY)**

BACHELOR OF SCIENCE (MATHEMATICS AND COMPUTER SCIENCE)

BACHELOR OF SCIENCE (COMMUNITY RESOURCE MANAGEMENT)

BACHELOR OF SCIENCE (APPLIED PHYSICS AND TECHNOLOGY)

BACHELOR OF EDUCATION (EARLY CHILDHOOD EDUCATION)

BACHELOR OF SCIENCE (FASHION DESIGN AND MARKETING)

BACHELOR OF SCIENCE (STATISTICS AND PROGRAMMING)

BACHELOR OF SCIENCE (AGRIBUSINESS MANAGEMENT)

BACHELOR OF SCIENCE (INFORMATION TECHNOLOGY)

BACHELOR OF SCIENCE (ANALYTICAL CHEMISTRY)

BACHELOR OF ARTS (PUBLIC ADMINISTRATION)

BACHELOR OF SCIENCE (ACTUARIAL SCIENCE)

BACHELOR OF SCIENCE (COMPUTER SCIENCE)

BACHELOR OF EDUCATION (SPECIAL NEEDS)

BACHELOR OF ECONOMICS AND STATISTICS

BACHELOR OF SCIENCE (PUBLIC HEALTH)

BACHELOR OF ECONOMICS AND FINANCE

BACHELOR OF SCIENCE (MATHEMATICS)

BACHELOR OF EDUCATION (SCIENCE)

BACHELOR OF EDUCATION (ARTS)

BACHELOR OF ECONOMICS

BACHELOR OF COMMERCE

BACHELOR OF ARTS

UCU 100: COMMUNICATION SKILLS

DATE: 28/11/2019

TIME: 8.30-10.30 AM

INSTRUCTIONS: Answer Question One and Any Other Two Questions

QUESTION ONE (30 MARKS)

- a) Discuss the communication process and use a diagram to illustrate your answer (8 marks)
- b) Outline FIVE elements of communication that must be present in any act of communication (5 marks)
- c) Discuss the considerations you would make when choosing:
 - i. The participants in a study group
 - ii. preparing a study schedule
 - iii. Place of study (9 marks)
- d) Outline FOUR sources of information in the library that you would make use of as a university student (4 marks)
- e) Using the APA referencing style, rewrite the following bibliographic details in the correct order: (4 marks)
 - i. 1981, New York, Schwart.S and Johnson, J.H, Pergamon Press, Psychopathology of Childhood: A Clinical Experimental Approach
 - ii. Autism: New Directions in Research and Education. 1980, New York, Webster, C.D., Konstantareas, N.M., J, and Mark, J.E., Pergamon.

QUESTION TWO (20 MARKS)

- a) Discuss how body language can either enhance or hamper communication (10 marks)
- b) Explain any THREE reading techniques citing when each type can be used (6 marks)
- c) Identify TWO poor reading habits and how they can be resolved (4 marks)

QUESTION THREE (20 MARKS)

Explain any THREE models of Communication and their relevance to you as a university student

QUESTION FOUR (20 MARKS)

- a) Discuss FOUR barriers to effective listening and outline possible ways of overcoming them (8 marks)
- b) Describe any FOUR types of listening stating when each can be used (12 marks)

QUESTION FIVE (20 MARKS)

- a) Explain the key features of academic writing (10 marks)
- b) Discuss THREE types of paragraphs you should use in academic writing (6 marks)
- c) Outline FOUR formats of note-making (4 marks)