



# **MACHAKOS UNIVERSITY**

**University Examinations for 2018/2019 Academic Year**

**SCHOOL OF HUMANITIES AND SOCIAL SCIENCES**

**DEPARTMENT OF LINGUISTICS AND LANGUAGES**

**FIRST YEAR SPECIAL/SUPPLEMENTARY EXAMINATION FOR**

**DIPLOMA IN INFORMATION TECHNOLOGY**

**DIPLOMA IN EDUCATION**

**DIPLOMA IN BUSINESS MANAGEMENT**

**UCU 002: COMMUNICATION SKILLS**

**DATE: 27/9/2019**

**TIME: 11.00-1.00 PM**

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

1. Explain the contexts in which effective communication would be hindered in relation to the following:
  - a) Attitude
  - b) Physical barriers
  - c) Demographics
  - d) Individual perceptions
  - e) Absence of feedback
  - f) Channel of communication
  - g) Psychological states (30 marks)
2.
  - a) Describe the process of communication and use a diagram to illustrate your answer (10 marks)
  - b) Explain the relevance of communication skills unit to you as a university scholar (10 marks)
3. Explain how the quality of one's writing can be corrupted by each of the following:
  - a) Mix up in language

- b) Ambiguity and Verbosity
  - c) Semantic barriers
  - d) Wrong sentence structures
  - e) Poor punctuation (20 marks)
4. Discuss the 'Levels of communication and when each can be applied' give specific examples (20 marks)
5. a) Using specific examples, explain the importance of 'body language' in communication (10 marks)
- b) Visual communication greatly enhances one's understanding in any act of Communication. Justify this assertion. (10 marks)