



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 (ELECTRICAL AND ELECTRONICS ENGINEERING)

BACHELOR OF SCIENCE (MECHANICAL ENGINEERING)

BACHELOR OF SCIENCE (CIVIL ENGINEERING)

UCU 100: COMMUNICATION SKILLS

DATE: 9/12/2019

TIME: 830-10.30 AM

INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) The communication process is cyclic and dynamic. Using a diagram to illustrate your answer, explain this statement (7 marks)
- b) Explain the importance of **SEVEN** elements of communication in any communication encounter (7marks)
- c) 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:
 - i. Forming a study group
 - ii. Selecting the place of study
 - iii. Planning a study schedule
 - iv. Distributing roles to the members of the study group (12 marks)
- d) Describe **FOUR** sources of information in the library that you would advise your fellow university scholars to look out for (4 marks)

QUESTION TWO (20 MARKS)

- a) Scholars in reading agree that study formulae are effective in helping students get what they need from written texts” Using **THREE** study formulae(techniques), discuss the validity of this statement. (10 marks)
- b) Discuss any **THREE** types of reading citing when each type can be used (6 marks)
- c) Explain **FOUR** poor reading habits and suggest solutions to these (4 marks)

QUESTION THREE (20 MARKS)

- a) Explain **THREE** models of Communication and their relevance to you as a scholar (9 marks)
- b) Use of appropriate body language and visual communication enhance human interactions both in social and academic situations. Justify this assertion. (11 marks)

QUESTION FOUR (20 MARKS)

- a) Discuss **FOUR** barriers to effective listening and outline possible ways of overcoming them (8 marks)
- b) Differentiate between the following types of listening stating when each can be used:
 - i. Therapeutic and Empathetic listening
 - ii. Biased and Discriminative listening
 - iii. Critical and Content listening (12 marks)

QUESTION FIVE (20 MARKS)

- a) Explain **FIVE** key features of academic writing (10 marks)
- b) Explain the importance of effective paragraphing in academic writing (6 marks)
- c) Outline **FOUR** formats of note-making (4 marks)