



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)

University Examinations for 2013/2014

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF LINGUISTICS AND LANGUAGES

Examination for Certificate in Mechanical and Automotive Engineering Module 2

COMMUNICATION SKILLS

Date: 17/7/2014

Time: 2 Hrs

INSTRUCTIONS:

- (i) This paper contains FOUR questions
 - (ii) Answer question ONE and any other TWO Questions
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1. (a) Explain TWO benefits of effective communication. (4 marks)
 - (b) State SIX factors that determine the tool to be used for a communication. (6 marks)
 - (c) (i) Explain FIVE barrier to effective communication. (10 marks)
 - (ii) Explain how the barriers in a (i) above could be overcome. (10 marks)
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2. (i) Explain the following types of communication.
 - (i) Formal
 - (ii) Informal (4 marks)
 - (iii) Compare and contrast formal and informal types of communication in four areas. (16 marks)
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3. (a) Explain the meanings of the following terms:-
 - (i) Etiquette
 - (ii) Protocol
 - (iii) Diplomacy (6 marks)
 - (b) Explain FIVE principles of effective communication. (10 marks)
 - (c) State TWO ethical techniques to be adopted when communicating with a colleague at workplace. (4 marks)
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4. Amka Twende Productions Limited has advertised for applications for the post of Technician Apprentice. You have the qualifications they are looking for. Tender your application for this post. Include your curriculum vitae. (20 marks)