



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 Diploma in Cooperative Management and Information Science COMMUNICATION SKILLS

Date: 17/7/2014

Time: 2:00 – 4:00 AM

INSTRUCTIONS:

SECTION A (40 MARKS)

1. Highlight three roles played by members in a meeting. (3 marks)
2. Outline three benefits that may accrue to a supervisor who listens to the subordinates. (3 marks)
3. List three qualities of a good report. (3 marks)
4. Some organizations have a dress code for the employees. Give three objectives of this practice. (3 marks)
5. Outline four purpose of holding regular meetings between management and subordinates in an organization. (4 marks)
6. List three ways by which an interviewee may impress an interviewing panel. (3 marks)
7. State three reasons for recording minutes of a committee meeting. (3 marks)
8. Highlight three negative effects of grapevine. (3 marks)
9. Outline four problems that an interviewer would face when conducting an interview. (4 marks)
10. Highlight and briefly explain four routine items that must always appear in an agenda of a meeting. (8 marks)
11. Highlight three items that should be included in a notice of a meeting. (3 marks)

SECTION B (60 MARKS)

1. (a) Explain each of the following terms as used in meetings.
 - (i) Agenda
 - (ii) Quorum
 - (iii) Convener
 - (iv) Delegate
 - (v) Election
- (b) Describe three types of reports that may be written in an organization. (6 marks)
2. (a) State five uses of internet in business. (5 marks)
- (b) The management of the organization you work for intends to open a new branch. As the communication manager, write an appropriate letter to your customers to inform them of the new development. (13 marks)
3. (a) Explain three ways in which a sender of a message can be a barrier to effective communication. (6 marks)
- (b) Explain four objectives of interviews in an organization. (4 marks)
4. (a) Discuss four interview techniques that may be employed in during a job selection interview. (8 marks)
- (b) Supply the proper name for the following dictionary definitions. (8 marks)
 - (i) The company chairperson will be expected to give this at the Annual General Meeting.
 - (ii) The breaking off of a meeting. The postponement of further discussion
 - (iii) A detailed list of items to be discussed.
 - (iv) The sort of meeting which might lead to the offer a job
 - (v) A firm considering employing you would contact them before inviting you for an interview.
 - (vi) An abbreviated record of what was said during a meeting.
 - (vii) Someone who makes a formal recommendation of a meeting.