



MACHAKOS UNIVERSITY

University Examinations 2020/2021

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF LINGUISTICS AND LANGUAGES

FIRST YEAR FIRST SEMESTER EXAMINATION FOR

DIPLOMA IN ELECTRICAL AND ELECTRONICS ENGINEERING

DIPLOMA IN AUTOMOTIVE ENGINEERING

DIPLOMA IN MECHANICAL ENGINEERING

DIPLOMA IN CIVIL ENGINEERING

COMMUNICATION SKILLS

DATE:

TIME:

INSTRUCTIONS: answer all questions

1. Explain the following terms as used in communication skills. (10 marks)
 - a) Feedback
 - b) Decoding
 - c) Non-verbal communication
 - d) Grapevine
 - e) Communication barriers
2. Describe briefly the main objectives of communication. (10 marks)
3. Explain the essentials of effective communication. (10 marks)
4. Highlight five merits of using e-mails as a means of communication. (10 marks)
5. Explain the importance of upward communication. (10 marks)
6. Explain the importance of grapevine communication. (10 marks)
7. Explain any five elements in the communication process (10 marks)