



MACHAKOS UNIVERSITY

University Examinations 2020/2021

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF SOCIAL SCIENCES

FIRST YEAR END OF SEMESTER ONE EXAMINATION

CERTIFICATE IN INFORMATION COMMUNICATION TECHNOLOGY

CERTIFICATE IN SUPPLY CHAIN MANAGEMENT

CERTIFICATE IN BUSINESS MANAGEMENT

COMMUNICATION SKILLS

DATE:

TIME:

INSTRUCTIONS

ANSWER ALL THE QUESTIONS

1. a) Highlight five ways of overcoming barriers to effective communication. (10 marks)
- b) In three ways distinguish between formal and informal communication. (6 marks)
- c) Outline four disadvantages of grapevine communication. (4 marks)
2. a) Explain five essentials of effective communication. (10 marks)
- b) Describe five stages of the communication process. (10 marks)
3. a) Explain five principles of effective communication. (10 marks)
- b) Discuss five purposes of communication. (10 marks)

4. a) State five demerits of formal communication. (10 marks)
b) Explain five roles of feedback in communication. (10 marks)
5. a) Give five reasons why most managers prefer written communication when giving instructions to workers. (10 marks)
b) Highlight five advantages of oral communication. (10 marks)