



MACHAKOS UNIVERSITY

University Examinations for 2016/2017 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

**THIRD YEAR FIRST SEMESTER EXAMINATION FOR CERTIFICATE IN
PROCUREMENT AND SUPPLY CHAIN MANAGEMENT**

SUPPLEMENTARY/SPECIAL EXAM

CPS 106 COMMUNICATION SKILLS

DATE:

TIME:

INSTRUCTIONS

Answer question ONE and any other TWO questions

QUESTION ONE

- a) Define the term effective communication. (2 marks)
- b) List TEN functions of communication. (5 marks)
- c) Explain verbal and nonverbal forms of communication. (6 marks)
- d) Citing relevant examples, highlight the THREE psychological barriers to communication. (9 marks)
- e) By use of a diagram, explain the elements of communication. (8 marks)

QUESTION TWO

In order to be a good communicator, you need to possess varied characteristics that will enable you get the best out of any communication action. Outline any TEN of these characteristics and give relevant examples. (20 marks)

QUESTION THREE

- a) Effective communication must include some basic skills. Briefly outline these eight skills. (8 marks)
- b) Active listening is composed of six distinct components. Give an explanation for each. (12 marks)

QUESTION FOUR

- a) Outline the functions of a report as used in a business organization. (7 marks)
- b) Explain the steps that should be followed when writing a report. (13 marks)

QUESTION FIVE

Explain the following principles of communication.

- a) Communication is inevitable, irreversible and unrepeatable.
- b) Communication has a power dimension.
- c) Communication is purposeful.
- d) Communication involves content and relationship dimensions. (20 marks)