



MACHAKOS UNIVERSITY

University Examinations 2016/2017

SCHOOL OF HUMANITIES AND SOCIAL SCIENCE

DEPARTMENT OF SOCIAL SCIENCES

FIRST YEAR FIRST SEMESTER EXAMINATIONS FOR CERTIFICATE IN

ELECTRICAL AND ELECTRONICS ENGINEERING

UCU 001: COMMUNICATION SKILLS

DATE: 25/7/2017

TIME: 2:00 – 4:00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

1.
 - a) Describe the following stages of the communication cycle observing a logical order of their flow. (12 marks)
 - b) Outline any four obstacles that may affect free flow of communication and its effectiveness. (4 marks)
 - c) List five functions of notices. (5 marks)
 - d) Give four characteristics of minutes. (4 marks)
 - e) Identify five scientific principles to be observed in realizing an effective communication by all interested parties of the communication process. (5 marks)
2.
 - a) Design a detailed curriculum vitae you would attach to your application letter when sourcing for a job placement. (8 marks)
 - b) Explain four uses of an agenda. (8 marks)

3. a) You have been invited to attend a job interview by a company you made one of your applications to sourcing for job placement. Highlight on six preparation you will observe to get ready for the interview. (12 marks)
- b) List down eight benefits reaped form good communication. (8 marks)
4. a) Write a formal letter applying for a government paid internship to a company of your choice observing the fully blocked style. (12 marks)
- b) Explain four forms of communication. (8 marks)
5. a) “Meetings are fundamental to any organization”. Provide six reasons to support this statement. (12 marks)
- b) Show four areas that information communication technology (ICT) has been applied in order to enhance effective communication in our society today. (8 marks)