



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF LINGUISTICS AND LANGUAGES

FIRST YEAR SECOND SEMESTER EXAMINATION FOR
CERTIFICATE IN SOCIAL WORK AND COMMUNITY DEVELOPMENT

COMMUNICATION SKILLS

DATE: 23/4/2019

TIME: 8:30 – 11:30 AM

INSTRUCTIONS

Answer Question **1** and any other **Four** questions.

1.
 - a) State five uses of notices. (5 marks)
 - b) Cite five preparations you will make while attending a job interview. (5 marks)
 - c) Identify five obstacles to effective communication. (5 marks)
 - d) List five contents of a curriculum vitae. (5 marks)
2.
 - a) Describe the communication process. (12 marks)
 - b) Highlight four uses of a questionnaire. (8 marks)
3.
 - a) Explain two directions taken by flow of communication from the source to the recipients. (10 marks)
 - b) Identify five benefits of ICTs to communication industry. (10 marks)
4.
 - a) Prepare a curriculum vitae you will use to apply for a job after your college life. (12 marks)
 - b) Give the two uses of date in a formal letter. (4 marks)
 - c) Explain the importance of the 'Reference' in a formal letter. (4 marks)

5. a) Outline the 7Cs as principles that enhance effective communication. (14 marks)
b) Identify three advantages of oral communication. (6 marks)
6. a) State five importance of communication to any organization. (10 marks)
b) Mention five types of interviews. (10 marks)
7. a) Enumerate five advantages of written communication over oral communication. (10 marks)
b) Explain two emerging issues in communication. (10 marks)