



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF SOCIAL SCIENCES

FIRST YEAR SECOND SEMESTER EXAMINATION FOR

CRAFT CERTIFICATE IN GARMENT MAKING

HOSPITALITY MANAGEMENT.

ELECTRICAL INSTALLATION

MOTOR VEHICLE

PLUMPING

0305/215 /SS: GENERAL STUDIES

DATE: 23/4/2019

TIME: 8:30 – 11:30 AM

INSTRUCTIONS

Answer Question One and Any other two questions

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Define the following terms: (10 marks)
- i) Verbal communication
 - ii) Opening communication
 - iii) Environmental pollution
 - iv) Audio visual communication
- b) Using a diagram, describe the communication process. (12 marks)
- c) Explain any Four barriers to effective communication (8 marks)

QUESTION TWO (20 MARKS)

- a) St. Mary's Girls High school has advertised for a post of an office assistant, write a formal letter expressing your interest in this post. (10 marks)
- b) Highlight Five advantages of written communication (10 marks)

QUESTION THREE (20 MARKS)

- a) Environmental pollution is a national disaster which should be addressed. Highlight five ways in which soil pollution can be minimized in Kenya. (10 marks)
- b) List five effects of noise pollution to both human beings and animals (10 marks)

QUESTION FOUR (10 MARKS)

- a) Explain five factors that promote nation building and development in Kenya (10 marks)
- b) Identify various culture and sporting activities that promote national cohesion (10 marks)

QUESTION FIVE (20 MARKS)

- a) Explain five ways in which one can ensure effective listening in any form of communication. (10 marks)
- b) Write a brief essay of not more than one hundred words on importance of communication. (10 marks)