



MACHAKOS UNIVERSITY

**ARTISAN CERTIFICATE IN GARMENT MAKING, MOTOR VEHICLE, ELECTRICAL
INSTALLATION, PLUMPING AND HOSPITALITY MANAGEMENT.**

JAN-APRIL 2019 EXAMS

GENERAL STUDIES

DATE:

TIME:

INSTRUCTIONS

1. Answer Question 1 and Any other two questions

QUESTION 1(compulsory)

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

Answer any two questions from this Section

QUESTION 2

- 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. (10mks)
- b) Highlight Five advantages of written communication (10mks)

QUESTION 3

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

QUESTION 4

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

QUESTION 5

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