



# MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF LINGUISTICS AND LANGUAGES

FIRST YEAR FIRST SEMESTER EXAMINATION FOR

DIPLOMA IN ACCOUNTANCY

COMMUNICATION SKILLS

DATE: 23/4/2019

TIME:8.30-11.30 AM

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## INSTRUCTIONS

### ANSWER ALL THE QUESTIONS

1.
  - a) Define the term Communication. (2 marks)
  - b) Highlight 4 roles of communication in an organization. (4 marks)
  - c) State and explain 7 principles of communication. (14 marks)
2.
  - a) In 4 ways, distinguish between formal and informal communication. (8 marks)
  - b) List any 8 barriers to effective communication. (8 marks)
  - c) Outline the 4 methods of communication. (4 marks)
3.
  - a) Highlight 5 ways of overcoming barriers to effective communication. (10 marks)
  - b) Differentiate between formal and informal communication. (4 marks)
  - c) List 3 merits and 3 demerits of grapevine. (6 marks)