



MACHAKOS UNIVERSITY

University Examinations for 2021/2022 Academic Year

DIRECTORATE OF TVET

SECOND YEAR SECOND TERM EXAMINATION FOR

CERTIFICATE IN ELECTRICAL ENGINEERING

CERTIFICATE FASHION DESIGN AND MARKETING

CERTIFICATE IN HOSPITALITY MANAGAMENT

CERTIFICATE IN BUSINESS MANAGEMENT

CERTIFICATE IN CIVIL ENGINEERING

COMMUNICATION SKILLS

DATE: 21/7/2022

TIME: 8.30-11.30 AM

INSTRUCTIONS

answer all questions

1. Define the following terms as used in communication skills. (10 marks)
 - a) Distortion
 - b) Barriers
 - c) Communication
 - d) Media of communication
 - e) Feedback
2. Explain five roles of communication. (10 marks)
3. Explain five ways of overcoming barriers to effective communication (10 marks)
4. Briefly explain the five stages of communication. (10 marks)

5. Highlight five forms of non-verbal communication. (10 marks)
6. Outline five merits of written communication. (10 marks)
7. Explain any five possible disadvantages of electronic mail communication. (10 marks)