



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF SOCIAL SCIENCES

FIRST YEAR FIRST SEMESTER EXAMINATION FOR

DIPLOMA IN ELECTRICAL & ELECTRONIC TECHNOLOGY (POWER OPTION)

DIPLOMA IN MECHANICAL ENGINEERING (PRODUCTION OPTION)

DIPLOMA IN AUTOMOTIVE ENGINEERING

DIPLOMA IN BUILDING TECHNOLOGY

DIPLOMA IN INFORMATION SCIENCE

DIPLOMA IN CIVIL ENGINEERING

DIPLOMA IN SOCIAL WORK

COMMUNICATION SKILLS

DATE: 23/4/2019

TIME: 8:30 – 10:30 AM

INSTRUCTIONS

Answer ALL the questions

1. a) State five purposes of writing reports in an organization. (10 marks)
b) State five ways in which an employee may exhibit etiquette in an office. (10 marks)
2. a) List five actions carried out by the secretary of a committee before a meeting is held. (4 marks)
b) State five benefits of effective horizontal communication to an organization (10 marks)
3. a) State five reasons why it is important to have an agenda for a meeting. (10 marks)
b) List five items contained in the Terms of Reference of a report. (10 marks)
4. a) State five ways of ensuring that employees read notices. (10 marks)
b) Outline five roles that the chair of a meeting must play to ensure the success of the meeting. (10 marks)
5. a) State five reasons that make summary writing important in communication. (10 marks)
b) Highlight five qualities of a good report. (10 marks)