



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
UNIVERSITY EXAMINATION FOR CERTIFICATE
1ST YEAR 2ND SEMESTER 2019/2020 ACADEMIC YEAR
RESIT

COURSE CODE: EEL1115

COURSE TITLE: Communication Skills

EXAM VENUE:

STREAM:

DATE:

EXAM SESSION:

TIME: 2 HOURS

Instructions:

- 1. Answer question 1(compulsory) and ANY other 2 questions.**
- 2. Candidates are advised not to write on the question paper.**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room.**

QUESTION ONE

- a) Briefly define communication?
- b) Explain five important key elements in communication (10marks)
- c) Explain three types of communication (6marks)
- d) Outline three uses of ICT in academic communication (6marks)
- e) Demonstrate the difference between scanning and skimming as reading techniques (4marks)

QUESTION TWO

- a) Define the following terms (4marks)
 - i) Note-making
 - ii) Note-taking
- b) State five points to consider for effective note taking in note taking session (10 marks)
- c) Explain any four barriers to effective communication (6 marks)

QUESTION THREE

- a) Discuss five stages of seminar paper presentation (10 marks)
- b) Explain the importance of ICT in a seminar paper (10marks)

QUESTION FOUR

- a) State the various sources of information in the library (10marks)
- b) Explain five factors to consider when evaluating reference text in research(10marks)

QUESTION FIVE

- a) Discuss five steps for planning your study time (10marks)
- b) State any five paralinguistic features in non-verbal communication (10 marks)