



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**SCHOOL OF EDUCATION, HUMANITIES AND SOCIAL SCIENCES**

**UNIVERSITY EXAMINATION FOR THE AWARD OF DIPLOMA**

**1<sup>ST</sup> YEAR 1<sup>ST</sup> SEMESTER 2022/2023 ACADEMIC YEAR**

**MAIN CAMPUS REGULAR PROGRAMME**

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**COURSE CODE: COURSE CODE: MDJ/CU/DIJ/BC/01/6**

**COURSE TITLE: COMMUNICATION SKILLS**

**EXAM VENUE:**

**STREAM: (BED )**

**DATE:08/12/2022**

**EXAM SESSION: 2.00-4.00PM**

**TIME: 2 HOURS**

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**Instructions:**

- 1. Answer questions in both sections. Section A is compulsory. Answer any three questions in section B**
- 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.**

## SECTION A (40 MARKS)

1. What are the **three** components of communication? (3 Marks)
2. State and explain any **three** channels that can be used in internal communication (4 Marks)
3. Explain any **five** roles of communication in an organisation (10 Marks).
4. How important are skills of communication to a one in pursuit of diploma in a TVET course? (6 Marks)
5. Explain methods of storage commonly used in the libraries (6 Marks)
6. What is the importance of cataloguing in libraries? (6 Marks)
7. Explain briefly the ways in which you can know that an audience is following your presentations (5 Marks).

## SECTION B: (60 MARKS)

*(Answer any THREE (3) questions in this section)*

8. a) Identify differences between hearing and listening (5 Marks).  
b) Discuss any **five** factors that can impede communication process (15 Marks).
9. In a selection of the appropriate source of information out of many that are published on the same subject, there are qualities that guide in the selection. Discuss any five of those qualities. (20 Marks)
10. a). There are a number of challenges that students may face in note taking during lectures. State any FIVE of the challenges and discuss how each can be avoided (10 Marks)  
b). State any FIVE paralinguistic features you will apply during the speech delivery (10 Marks).
11. a). Identify the two common call number systems used in Kenyan libraries. (2 marks)a).  
b). National libraries are copyright libraries. Examine the role of these kinds of libraries in Kenya. (12 Marks)  
c). Define the following terms as used in libraries. (6 marks)
  - i. Catalog
  - ii. Index
  - iii. Periodical