



JARAMOGI OGINGA ODINGA UNIVERISTY OF SCIENCE AND TECHNOLOGY

SCHOOL OF HEALTH SCIENCES

**UNIVERSITY EXAMINATION FOR THE CERTIFICATE OF COMMUNITY HEALTH
AND DEVELOPMENT**

2023 ACADEMIC YEAR

KISUMU

COURSE CODE: EEL 1111

COURSE TITLE: COMMUNICATION SKILLS

EXAM VENUE: KISUMU L. C

STREAM: 1.1

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 (COMPULSORY) 30 Marks

- a) Explain **THREE** elements of the communication process. *(6 marks)*
- b) Define Communication Skills explaining its importance to you as a college student? *(8 marks)*
- c) Explain **THREE** barriers of effective communication that you know. *(6 marks)*
- d) Differentiate between “**Listening**” and “**Hearing**”. *(4 marks)*
- e) What is “**noise**” in communication? Describe any **THREE** types of noise. *(6 marks)*

QUESTION TWO

- a) Explain the **M.U.R.D.E.R** system of studying? *(12 marks)*
- b) Describe **THREE** functions of a Library? *(6 marks)*
- c) State any **FOUR** skills you can use for effective communication. *(2 marks)*

QUESTION THREE

- a) Describe **THREE** skills you would employ as a good speaker. *(6 marks)*
- b) Identify any **FOUR** sections of a Library and state their roles. *(8 marks)*
- c) Describe **THREE** types of ‘Listening’. *(6 marks)*

QUESTION FOUR

- a) Explain **THREE** types of meetings. *(6 marks)*
- b) What is **Feynman Technique** of studying? *(3 marks)*
- c) Describe any **THREE** barriers to effective meetings. *(6 marks)*
- d) Describe **FIVE** parts of an academic essay. *(5 marks)*

QUESTION FIVE

- a) What is a ‘**report**’? Describe **THREE** types of reports that you know. *(8 marks)*
- b) What are the purposes of an ‘interview’? State any **THREE** types of interviews. *(6 marks)*
- c) Describe **THREE** strategies you would use when preparing for an examination. *(6 marks)*