



**JARAMOGI OGINGA ODINGA UNIVERISTY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF HUMANITIES AND SOCIAL SCIENCES**  
**UNIVERSITY EXAMINATION FOR DIPLOMA LEVEL**  
**1<sup>ST</sup> YEAR 1<sup>ST</sup> SEMESTER 2023/2024 ACADEMIC YEAR**  
**MAIN/KISUMU CAMPUS**

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**COURSE CODE: EEL 2111/2115**

**COURSE TITLE: COMMUNICATION SKILLS**

**EXAM VENUE: KISUMU CAMPUS      STREAM: Y1 S1**

**DATE: 11/12/2023      EXAM SESSION: 9.00 – 10.30 AM**

**TIME: 1 ½ HOURS**

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**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) Describe the ‘**process**’ of Communication. (10 marks)
- b) Suggest **FOUR** ways of improving Listening during lectures. (4 marks)
- c) Identify **THREE** barriers to Effective Communication and suggest ways of overcoming them. (6 marks)
- d) What is plagiarism? Describe **THREE** types. (5 marks)
- e) Explain any **FIVE** strategies you would use when preparing for examinations. (5 marks)

### **QUESTION TWO**

- a) Describe the role of a library in an academic institution. (6 marks)
- b) Expound on the **S.Q.3.R** as a study method. (6 marks)
- c) Explain **FOUR** skills you would use as a good speaker to an academic audience. (8 marks)

### **QUESTION THREE**

- a) Distinguish the following:
  - i. Scanning and Skimming
  - ii. Note Taking and Note Making
  - iii. Intensive and Extensive Reading. (6 marks)
- b) Explain the stages of writing an academic essay. (6 marks)
- c) What are the qualities of a good academic presentation. (8 marks)

### **QUESTION FOUR**

- a) Identify **TWO** types of Library catalogues and describe its function? (4 marks)
- b) How is ‘silence’ an aspect of communication? (4 marks)
- c) “Reading style is determined by purpose”- Explain. (6 marks)
- d) How do we ‘argue’ in academic discussions? (6 marks)

### **QUESTION FIVE**

- a) Briefly explain how Technology has impacted on communication today. (10 marks)
- b) What is noise in communication? Describe any **FOUR** types and suggest ways of resolving them. (10 marks)