



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

**SCHOOL OF BUSINESS AND ECONOMICS**

**UNIVERSITY EXAMINATION FOR THE DIPLOMA IN COMMUNITY HEALTH &  
DEVELOPMENT/DIPLOMA IN BUSINESS ADMINISTRATION**

**1<sup>ST</sup> YEAR 1<sup>ST</sup> SEMESTER 2016/2017 ACADEMIC YEAR**

**KISII CAMPUS –PART TIME**

COURSE CODE; EEL 2115

COURSE TITRLE: COMMUNICATION SKILLS

EXAM VENUE: LR 18 STREAM (CBA)

DATE: APRIL 2017

TIME: 2 HOURS

**Instructions**

1. Answer question ONE (COMPULSORY) and ANY other 2 questions
2. Candidate 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. Give a brief definition of the term communication 5mks
- b. State and explain four types of oral communication 10mks
- c. Explain the five possible causes of communication breakdown in an organization 10mks
- d. Highlight the four main types of interviews 8mks

### QUESTION TWO

- a. Your department in the Health Ministry is holding a team building meeting. You have been assigned the role of a secretary in that meeting .Write minutes of the proceeding. 15mks

### QUESTION THREE

- a. Explain the role of technology in communication 7mks
- b. Explain the impact of information communication technology (ICT) in an organization 8mks

### QUESTION FOUR

- a) You have been requested to prepare a presentation on the ways of cleaning up your local village to promote community health.

Suggest and explain five methods you may use in your presentation 8mks

### QUESTION FIVE

- a. There is need for all departments in any given organization to give progress report of the department at given intervals in a year .Your community health is one of such department .Write a report of the activities you have carried out in the past three months of the year. 15mks