



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**

1ST YEAR 1ST SEMESTER 2016/2017 ACADEMIC YEAR

KISII CAMPUS –PART TIME

COURSE CODE; EEL 2115

COURSE TITRLE: COMMUNICATION SKILLS

EXAM VENUE: LR 17

STREAM (CH/BA)

DATE: 20/04/17

EXAM SESSION: 9.00 – 10.30 AM

TIME: 1 ½ 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