



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

**SCHOOL OF HUMANITIES AND SOCIAL SCIENCES**

**DEPARTMENT OF LINGUISTICS, LANGUAGES AND LITERATURE**

**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF EDUCATION  
ARTS WITH IT**

**1<sup>ST</sup> YEAR 1<sup>ST</sup> SEMESTER 2017/2018 ACADEMIC YEAR**

**MAIN CAMPUS**

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**COURSE CODE: ZEL3115**

**COURSE TITLE: COMMUNICATION SKILLS**

**EXAM VENUE:**

**STREAM:**

**DATE:**

**EXAM SESSION:**

**TIME: 2 HOURS**

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**Instructions:**

- 1. Answer Question ONE (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.**

## **Instructions**

Question 1 is Compulsory

Choose ANY two questions from the remaining four questions

### **Question One**

- a) Discuss the relevance of studying the course ‘communication skills’ at university level (8 Marks)
- b) Using relevant illustrations, describe the process of communication. (10 Marks)
- c) Explain any **SIX** learning strategies applicable in learning institutions (12 Marks)

### **Question Two**

- a) 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. (10 Marks)
- b) State the five main details that must be included in a list of reference and explain the role of each. (10 Marks)

### **Question Three.**

- a) Identify the two common call number systems used in Kenyan libraries. (4 marks)
- b) Define the following terms as used in libraries. (6 marks)
  - i. Catalog
  - ii. Index
  - iii. Periodical
- c) National libraries are copyright libraries. Examine the role of these kinds of libraries in Kenya. (10 marks)

### **Question Four**

- a) There are a number of challenges that students may face in note taking during lectures. State any FIVE of the challenges and explain how each can be avoided. (10 Marks)

- b) State any FIVE paralinguistic features you will apply during the speech delivery. (10 Marks)

**Question Five**

- a) Explain when it would be appropriate to use summary, paraphrase and quotation in academic essay writing (6 marks)
- b) Differentiate the key features of academic writing from personal writing? (14 marks)