

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

UNIVERSITY EXAMINATIONS 2013/2014

**FIRST YEAR FIRST SEMESTER EXAMINATIONS FOR
MAY- AUGUST DIPLOMA IN COMMUNITY HEALTH AND
DEVELOPMENT. FULL TIME AND WEEKEND CLASSES
KISUMU LEARNING CENTER**

COURSE CODE: EEL 2115

TITLE: COMMUNICATION SKILLS TIME:

DATE:

DURATION: 2HOURS

INSTRUCTIONS

- 1. This paper contains two sections. Section A and Section B**
- 2. Answer all questions from section A Compulsory and ANY other two questions from section B**
- 3. Write all answers in the booklet provided**

SECTION A

Q1.

- a) Outline any challenges of formal study. (3 marks)
- b) Explain the factors to be considered when choosing a filing system (3marks)
- c) What are the functions of a library (5marks)
- d) State the qualities of good objectives (3 marks)
- e) Describe the elements that constitute communication (4 marks)
- f) Discuss the term “noise” as used in communication. (2marks)
- g) Outline the 7cs to effective communication (4 marks)
- h) What is the difference between intrinsic and extrinsic motivation (2 marks)
- i) Show the difference between a good listener and a bad one (2 marks)
- j) Differentiate between scanning and skimming (2marks)

SECTION B

Q1. (a) Discuss the strategies one needs to apply when planning study time (15 marks)

Q2. a). Define the term plagiarism and state ways in which one can avoid plagiarism when writing academic papers (10marks)

b) Discuss the strategies for enhancing memories in preparation for examinations (5marks)

Q3. (a) State the sections of the library and discuss their functions. (15marks)

Q4.) Expound on ways of making references (15 marks)