



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE &  
TECHNOLOGY UNIVERSITY EXAMINATIONS 2013**

**1<sup>ST</sup> YEAR 1<sup>ST</sup> SEMESTER EXAMINATION FOR DIPLOMA IN  
COMMUNITY HEALTH AND DEVELOPMENT  
(MAIN CAMPUS)**

**COURSE CODE: EEL 2115**

**COURSE TITLE: COMMUNICATION SKILLS**

**DATE: 21/8/13**

**TIME: 11.30 – 1.00 PM**

**DURATION: 1.30 HOURS**

**INSTRUCTIONS**

- 1. This paper consists of two sections. Section A and Section B.**
- 2. Answer ALL questions from section A (Compulsory) and any TWO other questions from section B.**
- 3. Write all answer in the booklet provided.**

## **SECTION A**

Q1.

- a) Differentiate between long term and short term objectives. (2 marks)
- b) Describe the challenges of formal study. (3marks)
- c) Outline the strategies one needs to apply when planning study time. (5marks)
- d) State types of reference materials found in a standard library. (3marks)
- e) Describe the elements that constitute communication. (4 marks)
- f) Briefly describe functions of a library. (2marks)
- g) Illustrate the purpose of filing. (4 marks)
- h) What is the difference between an acronym and acrostics as used in communication?  
(2 marks)
- i) State limitations of horizontal filing. (2 marks)

## **SECTION B**

- Q1. (a) Discuss the characteristics of a good speech. (15 marks)
- (b) Outline barriers to effective listening during lectures. (5marks)
- Q2. a). Define the term formal speaking skills and discuss examples of speeches given from time to time. (10marks)
- b) Outline the preparations one should make before delivering a speech. (5marks)
- Q4. (a) Higher and higher qualification is needed to acquire jobs, and a large number of people are spending more time reading for study in order to pass examinations. Discuss the purpose of examinations (15marks)
- Q5. Justify the importance of acknowledging your sources of information in academic writing (15 marks)