



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

UNIVERSITY EXAMINATIONS 2012/2013

**1st YEAR 1ST SEMESTER EXAMINATION FOR THE DEGREE
OF BACHELOR OF SCIENCE (COMPUTER SECURITY AND
AUDIT)**

(KISUMU L.CENTRE)

COURSE CODE: EEL 3115

COURSE TITLE: COMMUNICATION SKILLS

DATE: 16/8/2013

TIME: 2.00-4.00 PM

DURATION: 2 HOURS

INSTRUCTIONS

- 1. This paper consists of 5 Questions.**
- 2. Answer Question 1 (Compulsory) and any other 2 questions.**
- 3. Write your answers on the answer booklet provided.**

Q1. 30marks

- a) Explain the essential aspects in the listening process. (10 marks)
- b) Outline the elements that constitute communication. (5marks)
- c) Explain the criteria for evaluating reading materials in the library. (10marks)
- d) What is the difference between interpersonal and intrapersonal communication. (5marks)

Q2. 20marks

- (a) Distinguish between hearing and listening. (10marks)
- (b) Expound on the 7cs of effective communication. (10 marks)

Q3. 20marks

- (a) Explain the meaning of the term footnote and discuss any four uses of footnotes. (10marks)
- b) State and explain any **five** poor reading habits. (10 marks)

Q4. 20marks

- a). Define the term plagiarism and state ways in which one can avoid plagiarism when writing academic papers. (10marks)
- b). Discuss ways of overcoming listening barriers during lectures. (10marks)

Q5. 20marks

- (a) Explain the term cataloguing and discuss types of catalogues and catalogue formats used in a library. (20marks)