



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF EDUCATION**  
**UNIVERSITY EXAMINATION FOR THE DIPLOMA IN EDUCATION SPECIAL**  
**NEEDS EDUCATION**  
**1<sup>st</sup> YEAR 1<sup>ST</sup> SEMESTER 2016/2017 ACADEMIC YEAR**  
**(REGULAR-MAIN)**

---

**COURSE CODE: EEL 2112**

**COURSE TITLE: COMMUNICATION SKILLS**

**EXAM VENUE:**

**STREAM:**

**DATE:**

**EXAM SESSION:**

**TIME: 2 HOURS**

**DURATION:**

---

**INSTRUCTIONS**

- 1. Answer question 1 (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.**

**QUESTION ONE: COMPULSORY (30 MARKS)**

- a) Distinguish between written and oral communication. Provide relevant examples. **(4 marks)**
- b) Differentiate between critical thinking and critical reading. **(4 marks)**
- c) Explain any **three** advantages of files over note-books? **(3 marks)**
- d) What is mediated communication? Provide a relevant example **(4 marks)**
- e) Explain the following in the context of reading skills. **(4 marks)**
- i. footnotes
  - ii. endnotes
- f) What are citations in the context of a written document? **(2 marks)**
- g) Explain the following communication devices and techniques: **(6 marks)**
- i. Pictograms
  - ii. Ideograms
  - iii. Bliss symbols
- h) Organize the following reference material correctly: **(3 marks)**
- Charles Ong'ondo, worldlink publishers, 2001, Nairobi, writing skills for secondary schools and colleges

**QUESTION TWO (20 MARKS)**

- a) There are components of communication without which communication becomes incomplete. Identify and explain these components in the context of classroom teaching. **(12 marks)**
- b) Mediated communication occurs by the use of electronic devices. Explain any **four** advantages of mediated communication. **(8 marks)**

**QUESTION THREE (20 MARKS)**

- a) Imagine that you are attending a lecture on Communication Skills. As a student, explain any **five** strategies you would employ to ensure that you benefit fully from this lecture? **(5 marks)**
- b) Identify and explain any **five** barriers to effective listening **(15 marks)**

**QUESTION FOUR (20 MARKS)**

- a) Reading is a complex cognitive process of decoding symbols in order to construct meaning. Differentiate between: **(12 marks)**
- i. Skimming and scanning
  - ii. Intensive and extensive reading

- iii. bibliography and reference list
- b) Explain **four** functions of citations in a document **(8 marks)**

**QUESTION FIVE (20 MARKS)**

- a) Explain the procedure for accessing a material in a library **(5 marks)**
- b) Identify and explain the functions of **five** sections of a library **(15 marks)**