



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF HEALTH SCIENCES**  
**UNIVERSITY EXAMINATION FOR DIPLOMA IN COMMUNITY HEALTH AND**  
**DEVELOPMENT**  
**1<sup>ST</sup> YEAR 1<sup>ST</sup> SEMESTER 2018/2019 ACADEMIC YEAR**  
**KISUMU CAMPUS**

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**COURSE CODE:** *EEL 2111*

**COURSE TITLE:** *COMMUNICATION SKILLS*

**EXAM VENUE:** Kisumu Campus      **STREAM:** (Dip Comm Hlth & Dev & linux engineering)

**DATE:** -----

**EXAM SESSION:** -----

**TIME:** 2.00 HOURS

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**Instructions:**

- 1. Answer all the questions in Section A and ANY other 2 questions in Section B.**
- 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.**

SECTION A (COMPULSORY 40 MKS)

- 1 a). i) Define communication (2mks)
- ii). Identify **any five** main aspects of communication which we need consider (5mks)
- iii).Identify **three examples** of oral communication (3mks)
- b). i) Define filtering as an organizational barrier (3mks)
- ii).What is a speech (3mks)
- iii).List the four structures of a speech (4mks)
- c).i) what is listening (2mks)
- ii). Identify any five guidelines to effective listening (5mks)
- iii).State three principals of good communication (3mks)

**SECTION TWO (60mks) (CHOOSE ANY TWO)**

2. a) Discuss essential characteristics of participation (20mks)
3. Discuss using examples different forms of expressions which fall under.
- a). Verbal communication
- b). Non – Verbal communication (20mks)
4. If speakers do not appear credible in your eyes what can they do to regain credibility. Discuss (20mks).
5. a) Define writing 2mks
- b) Describe any four aims of writing 8mks
- c) Highlight five things to consider when writing 10mks