JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF HEALTH

UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE COMMUNITY HEALTH AND DEVELOPMENT

Y1 S1, 2019/2020 ACADEMIC YEAR

MAIN CAMPUS

COURSE CODE: ZLE 3115

COURSE TITLE: COMMUNICATION SKILLS

EXAM VENUE: **MAIN HALL**   **STREAM: B.SC CHD**

DATE: **20 / 08 /2019**   **EXAM SESSION: 2.00- 4.00PM**

TIME: 2 HOURS

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

a) What is effective communication? (3 marks)
b) Discuss FIVE characteristics of communication. (5 marks)
c) List any FIVE skills necessary in the management of a library. (5marks)
d) Briefly explain the following concepts;
   i) Skimming (2marks)
   ii) Scanning (2marks)
   iii) SQ3R (5marks)
e) What are the benefits of effective listening? (8 marks)

QUESTION TWO

a) Explain how you would use any five study skills to prepare adequately for an end of semester exam. (10 marks)
b) You have been invited to speak to an audience you have never met before. You decide to find out what kind of audience it is in advance. What features would you ask about and why? (10marks)

QUESTION THREE

a) Identify the barriers to effective listening during a lecture. (10 marks)
b) What are the possible ways you can use to benefit maximally from a lecture? (10marks)

QUESTION FOUR

a) Describe the process of communication explaining clearly what happens at each stage. (12 marks)
b) In a conversation, you may agree or disagree with the opinion of the speaker. Identify any four phrases you may use in each case to express that you are in **agreement** or **disagreement** with the opinion of the other speaker. (8 marks)

QUESTION FIVE

a) Explain how the LCC and the DCC methods of library classification are used. Give enough illustrations. (10 marks)
b) Describe any FIVE principles of note-making. (10 marks)