



**JARAMOGI ODINGA OGINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF EDUCATION HUMANITIES & SOCIAL SCIENCES**  
**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF EDUCATION**  
**ARTS WITH IT**  
**1<sup>ST</sup> YEAR, 1<sup>ST</sup> SEMESTER, 2019/2020 ACADEMIC YEAR**  
**RESIT/SPECIAL**

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**COURSE CODE: ZEL 3115**

**COURSE TITLE: COMMUNICATION SKILLS**

**DATE:**

**STREAM: BED (Arts)**

**TIME: 2HOURS**

**EXAM SESSION: December 2020**

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**Instructions:**

**1 Answer question ONE (COMPULSORY) and ANY other TWO questions.**

**2 Candidates are advised not to write on the question paper.**

**3 Candidate must hand in their answer booklets to the invigilator while in the examination room.**

## QUESTION ONE (COMPULSORY)

- 1(a) What do you understand by the term Communication? (2mks)
- (b) (i) Communication is a matter of effectiveness. What is meant by effective communication? (2mks)
- (ii) Discuss any two elements of effective communication (4mks)
- (c) For better understanding of what has been taught, it is critical that a student comes up with a study plan. Discuss any three types of study plans for meaningful and purposive reading (6mks)
- (d) Discuss briefly the main methods of library classification (6mks)
- (e) Explain the difference between skimming and scanning (4mks)
- (f) Generally, first years students complain of too much work. Discuss the study tips a student could consider for better comprehension and understanding of what has been taught in various units (6mks)

## QUESTION TWO

- a) Communication is a dynamic process that is made up of components. Using relevant illustrations discuss these components (10mks).
- b) Studying requires certain skills so that it is done effectively. Explain these skills using appropriate examples (10mks).

## QUESTION THREE

- a) Studying requires certain skills so that it is conducted effectively. Discuss these skills using relevant examples (10mks).
- b) Some library users spend a lot of time than others looking for a particular book. Describe the procedure of locating a book in the library using relevant examples (10mks).

## QUESTION FOUR

- a) A university student is expected to effectively read, study and research in the library. Discuss any five types of information resources found in the library (10mks).

- b) The efficient comprehension of any written work is very critical for a university student. Identify and discuss five methods of improving comprehension during reading (10mks)

**QUESTION FIVE**

- a) You have been called upon by the principal of Maji Mazuri High School to give a motivational speech. Discuss the essential presentation skills that you will employ (10mks)
- b) Discuss the five essentials steps in the effective note taking (10mks)