



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF HEALTH SCIENCES**

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

4TH YEAR 2ND SEMESTER 2016/2017 ACADEMIC YEAR

KISII CAMPUS

COURSE CODE: EEL 3115

COURSE TITLE: COMMUNICATION SKILLS

EXAM VENUE:LR 17 STREAM: (BSc. P. Health / Comm Hlth & Dev)

DATE: 25/04/17 EXAM SESSION: 9.00-11.00 AM

TIME: 2.00 HOURS

Instructions:

- 1. Answer all 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 Answer all questions in this section (30 marks)

QUESTION ONE.

- i) Justify the meaning of the term “communication: (4mks)
- ii) Explain any two methods of reading for information (4mks)
- iii) During the process of reading, there are habits which slow down the efficiency and effectiveness in reading. Discuss (5mks)
- iv) Explain any four categories of non verbal communication (4mks)
- v) Explain how libraries are classified according to material/ information sources (5mks)
- vi) John was in the library reading but unfortunately became a victim of some unethical practices. Explain the practices which he might have involved in (5mks)
- vii) Explain by use of examples any two types of essays written at university level (4mks)

SECTION B Answer any two Questions (40 Marks)

QUESTION TWO – (20MKS)

- i) “Communication is an intricate process that involves various elements”. Discuss these elements with focus on how noise interacts with them (12 mrks)
- ii) Critically discuss the disadvantages of the mobile phone as a contemporary communication device (8mks)

QUESTION THREE (20 MKS)

- i) The Ministry of Education state department of higher education has advertised for the position of principal of a constituent college. Explain in detail how you will prepare and present yourself for the interview. (12mks)
- i) Explain the five stages in the listening process (8mks)

QUESTION FOUR-(20MKS)

- i) “Effective and efficient oral and written communication is a product of language use”. Discuss the salient features of appropriate language in communication (10mks)
- ii) Discuss any five principles of communication showing their relevance to a student of communication (10mks)

QUESTION FIVE – (20MKS)

- i) You have been appointed by the cabinet secretary Ministry of Education to chair committee with the responsibility to investigate the causes of declining academic performance in public schools in Kenya. Write a report to the cabinet secretary taking into account the salient features of a report (14mks)
- ii) Critically discuss the SQ3R strategy of reading (6mks)

