



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE &
TECHNOLOGY UNIVERSITY EXAMINATIONS 2013
2ND YEAR 1ST SEMESTER EXAMINATION FOR DIPLOMA IN
SPECIAL NEEDS EDUCATION
(MAIN CAMPUS)**

COURSE CODE: ESN 2226

COURSE TITLE: PRINCIPLES AND TECHNIQUES OF COMMUNICATION

DATE: 19/8/13

TIME: 11.30 – 1.30PM

DURATION: 2 HOURS

INSTRUCTIONS

This paper contains FIVE (5) questions.

Answer question 1 (compulsory) and any TWO other questions.

Write all answer in the booklet provided.

SECTION A:

Question 1: (Compulsory Question)

1. (a) Define the following terms:
 - (i) Mode of communication. (2 marks)
 - (ii) Communication chain. (2 marks)
 - (iii) Communication channel. (2 marks)
 - (b) Describe the communication process. (5 marks)
 - (c) List down FOUR means of communication. (4 marks)
 - (d) (i) List down FIVE occasions when you can use written communication. (5 marks)
 - (ii) State FIVE advantages of using written communication. (10 marks)
- (Grand total=30 marks)

SECTION B:

Answer any TWO Questions:

2. Using illustrations, discuss the concept communication cycle. (20 marks)
3. Describe FOUR communication techniques you can use to enable you communicate effectively. (20 marks)
4. List and explain FIVE communication barriers. (20 marks)
5. (a) What is a digital library? (2 marks)
- (b) State and explain three components of reading skills. (18 marks; Grand total =20 marks)