



**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 2015/2016 ACADEMIC YEAR**  
**KISUMU**

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**COURSE CODE: EEL 2111**

**COURSE TITLE: COMMUNICATION SKILLS**

**EXAM VENUE:**

**STREAM:**

**DATE:**

**EXAM SESSION:**

**TIME:**

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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)**

1. a) Define the following terms:

i) Communication

ii) Encoding

iii) Decoding

iv) Noise

4marks

b) Explain any SIX components of communication.

6marks

c) Outline any FOUR skills required for effective communication.

8marks

d) Explain SIX barriers to effective communication and how to overcome them .

12marks

### **Section B (Answer any TWO questions)**

1. Using appropriate illustrations suggest how to improve one's speaking skills

15marks

2. Explain THREE types of reading a student may use for effective studying.

15marks

3. Explain the importance of feedback in the communication process .

15marks

4. Explain FIVE techniques of making lectures resourceful as a student.

15marks