



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF HEALTH SCIENCES
UNIVERSITY EXAMINATION FOR DIPLOMA IN COMMUNITY HEALTH AND
DEVELOPMENT
1STYEAR 1ST SEMESTER 2015/2016 ACADEMIC YEAR
KISUMU

COURSE CODE: EEL 2111

COURSE TITLE: COMMUNICATION SKILLS

EXAM VENUE:

STREAM:

DATE:

EXAM SESSION:

TIME:

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