



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF HUMANITIES AND SOCIAL SCIENCES**

**UNIVERSITY EXAMINATION FOR CERTIFICATE IN COMMUNITY HEALTH AND
DEVELOPMENT
1ST YEAR, 1ST SEMESTER 2018/2019 ACADEMIC YEAR
MAIN, REGULAR**

ZEL 1115: COMMUNICATION SKILLS

EXAM VENUE: **STREAM: REGULAR**

DATE: **EXAM SESSION:**

TIME: 2 HOURS

Instructions:

- 1. Answer question ONE (COMPULSORY) and ANY other TWO questions.**
 - 2. Candidates must hand in their answer booklets to the invigilator while in the examination room.**
 - 3. Ensure you sign the examination attendance register before leaving the examination room.**
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QUESTION ONE (30 MARKS)

- (a) State four roles of the sender in the communication process. (4 marks)**
- (b) State three types of listening. (3 marks)**
- (c) Give four reasons why a student should join a study group. (4 marks)**
- (d) Give four roles of communication in human interaction. (4 marks)**
- (e) Explain four factors that can hinder effective communication. (8 marks)**
- (f) Read the passage below and answer that follow**

There are varied opinions as to what real pleasure ought to be. However, this is one view which approaches this controversial topic from the positive angle and lays down certain tests which true pleasure must satisfy.

Firstly, no pleasure can be right if its effects on the person who indulges in it are harmful. There are pleasures which can injure a man's body and which, in the end, can have a permanent ill-effect on his health. There are pleasures which can coarsen a man's moral fibre and lower his resistance against that

which is wrong. Any pleasure which leaves a man less physically fit, less mentally alert, less morally sensitive is wrong.

There are obvious instances of this. Excessive use of alcohol lowers a man's power of self-control and renders him liable to do things which he would not have done if he had been soberly master of himself. The taking of drugs and stimulants can end in leaving a man a physical wreck. **Over-indulgence** in eating and drinking can leave a man a burden to himself, with his physical fitness seriously impaired. Promiscuous sexual relationship can leave a man with the most tragic of diseases which will not only ruin his own life, but will be passed on to his children.

One of the simplest tests of pleasure is: What does it do to the man who indulges in it? If it is actively harmful, or even if it has a **built-in risk** in it, it cannot be right.

Secondly, no pleasure can be right if its effects on others are harmful. There are pleasures which can result in the corruption of other people, either physically or morally. To teach others to do wrong, to invite them to do or to make it easier for them to do so, cannot be right. To take drugs should not be painted as adventurous and free. An **illicit relationship**, similarly, should not be presented as a beautiful friendship. Experiment with things which experience has proved to be disastrous cannot be looked as an assertion of freedom.

Thirdly, pleasure which becomes an addiction can never be right. One of the old Greeks said that there were only two questions about any pleasure. 'Do I possess it or am I possessed by it? And 'Do I control it or, does it control me? The minute a man feels that some pleasure is **gripping** him in such a way that he cannot do without it, he will be well advised to break it before it breaks him.

Addiction can happen with things like tobacco and alcohol; it can also happen with drugs, so that a man becomes hooked on some drugs and thereby becomes a slave to them. It is better to have nothing to do with pleasure which is liable to become an addiction. It is essential, the moment we become aware of the growing addiction, to stop.

Fourthly, a pleasure is wrong if, to enjoy it, the essentials of life have to take second place. A pleasure should not cost too much, even if it is a good thing itself. A man may spend on a game time and money which should have gone to his home and family. Anything in life that gets out of proportion is wrong. Whenever any pleasure annexes time and money which should have gone to things and to people in life of even greater importance, then however fine it is in it, it is wrong.

N.B. "man" in this passage is used to refer to both man and woman.

*Adopted from Ethics in a Permissive Society by William
Barclay, Collins 121 – 123.*

- (i) What does the author think about the topic of pleasure? (1 mk)
- (ii) How can pleasure be harmful to other people? (2 mks)
- (iii) According to the passage, why do people take drugs? (2 mks)
- (iv) Explain the meaning of the following words and phrases as used in the passage. (2 mks)
- Built-in-risks
 - Gripping

QUESTION TWO (20 MARKS)

- (a) State **four** factors to consider when conducting audience analysis in public speaking. (4 marks)
- (b) Explain **two** methods you can use to deliver a speech. (4 marks)
- (c) Explain **four** ways in which you can introduce a formal speech. (12 marks)

QUESTION THREE (20 MARKS)

- (a) State **four** ways in which you can improve your comprehension as you read. (4 marks)
- (b) Give **four** reasons why it is important for a university student to join a study group. (4 marks)
- (c) Explain **four** ways in which you can improve your listening skills to fully benefit from lectures. (12 marks)

QUESTION FOUR (20 MARKS)

- (a) Give **four** uses of college library. (4 marks)
- (b) Explain **four** principles of effective communication. (8 marks)
- (c) Write a paragraph on the topic “challenges faced by college students” with the following features.
- A topic sentence (1 mark)
 - 5 support sentences (5 marks)
 - A clincher sentence (1 mark)
 - Appropriate connectors (1 mark)

QUESTION FIVE (20 MARKS)

- (a) Give the six steps in listening process. (6 marks)
- (b) State what you understand by **skimming** and **scanning**. (2 marks)
- (c) Explain **four** characteristics of communication (12 marks)