



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF EDUCATION, HUMANITIES AND SOCIAL SCIENCES**  
**DEPARTMENT OF LANGUAGES, LITERARY AND COMMUNICATION STUDIES**  
**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF EDUCATION**  
**ARTS WITH IT**  
**1<sup>ST</sup> YEAR 1<sup>ST</sup> SEMESTER 2022/2023 ACADEMIC YEAR**  
**MAIN/SIAYA**

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**COURSE CODE: ZLB 9101**

**COURSE TITLE: COMMUNICATION SKILLS**

**EXAM VENUE:**

**STREAM: (BED )**

**DATE:23/12/2022**

**EXAM SESSION: 9.00-11.00AM**

**TIME: 2 HOURS**

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**Instructions:**

- 1. Answer Question ONE (COMPULSORY) and ANY other 2 questions**
- 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.**

Q1.a) Define communication skills explaining its significance to a university student. (10 Marks)

b) Using clear illustrations discuss the ANY FOUR barriers to the communication process. (10 marks)

c) Demonstrate the differences between lectures and tutorials. (10 Marks)

Q2.a) In one paragraph, write the criteria you would use in selecting members of a study group. (5 marks)

b) What activities would you be involved in as a group? (5 Marks)

b) Identify and explain FIVE students' weaknesses in preparing for examinations and give FIVE suggestions for improving on them. (10 Marks)

Q3. You have been appointed as a guest speaker in campus to address the students.

a) What preparations will you make on your speech to make it attract the attention of the audience throughout the presentation session? (5 Marks)

b) Briefly discuss the process of speech delivery? (5 Marks)

c) State any FIVE paralinguistic features you will apply during the speech delivery. (5 Marks)

d) What will show during and after speech presentation that listeners were together with you? (5 Marks)

Q4.a) Briefly explain two broad categories/process that organize library resources (10 Marks)

b) Explain, in brief the following terminologies: (10 Marks)

i) The Dewey decimal system

ii) The library of congress system

iii) Library catalogue

iv) Automated library system

v) Housekeeping activities

Q5.a) What is plagiarism? (5 Marks)

b) Briefly describe the impact of plagiarism in a field of research? (5 Marks)

c) Discuss ways in which plagiarism can be avoided? (10 marks)