

**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**SCHOOL OF HUMANITIES AND SOCIAL SCIENCES**

**UNIVERSITY EXAMINATION FOR THE DIPLOMA IN COMMUNITY HEALTH**

**1<sup>ST</sup> YEAR 1<sup>ST</sup> SEMESTER 2017/2018**

**MAIN CAMPUS REGULAR PROGRAM**

**COURSE CODE: ZEL 2115**

**COURSE TITLE: COMMUNICATION SKILLS.**

**DATE:**

**TIME: 2 HOURS**

**Instructions:**

**Answer Question 1(Compulsory) and ANY other 2 questions.**

**Question 1: Compulsory**

- a. What are the significances of studying Communication Skills? (8 Marks)
- b. Discuss any barriers to effective communication. (12 Marks)
- c. Discuss how discontentment is shown by audience in a process of speech delivery. (10 Marks)

**Question 2:**

- a. What makes learning about library skills important in Universities? (5 Marks)
- a) Why is it important for a student library user to understand and distinguish the following types of information sources? (15 Marks)
  - i. Textbooks
  - ii. Journal
  - iii. Abstract

**Question 3:**

- a. Explain what is meant by plagiarism in an academic writing. (6 marks)
- b. Briefly explain characteristics of an academic paper. (4 marks)
- c. Discuss any **FIVE** methods of taking notes that can be used by university students. (10 Marks)

**Question 4:**

- a. How can one engage their audiences in a delivery of a speech? (8 Marks)
- b. Discuss any **SIX** paralinguistic features that YOU can use to successfully deliver a speech. (12 Marks)

**Question 5:**

- a. What are the differences between scanning and skimming as reading techniques? (4 Marks).
- b. State at least **THREE** importance of each technique. (9 Marks)
- c. Discuss the important tips that are helpful in how you plan your study time.(7 Marks)