



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF HEALTH SCIENCES**  
**UNIVERSITY EXAMINATION FOR DEGREE OF BACHELOR OF SCIENCE**  
**PUBLIC/COMMUNITY HEALTH AND DEVELOPMENT**  
**3<sup>RD</sup> YEAR 1<sup>ST</sup> SEMESTER 27/2018 ACADEMIC YEAR**  
**MAIN CAMPUS**

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**COURSE CODE: HCD 3312**

**COURSE TITLE: COMMUNICATION AND HEALTH SYSTEM**

**EXAM VENUE: STREAM: (BSc Comm Hlth & Dev)**

**DATE: EXAM SESSION:**

**TIME: 2.00 HOURS**

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**Instructions:**

- 1. Answer all the questions in Section A each contain 3 marks and ANY other two questions in Section B each contain 20 marks**
- 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”**

1. Describe the three communication skills. (3marks)
2. Illustrate three main importance of effective communication. (3 marks)
3. Describe at least three key factors to consider in health system strengthening (3 marks)
4. Illustrate the stages of interpersonal relationship. (3marks)
5. Describe three barriers to health system improvement. ( 3 marks)
6. Highlight the distinct components of communication. ( 3 marks )
7. Give three ways of overcoming challenges of health system strengthening. ( 3 marks)
8. Show the importance of ethics in communication. (3 marks)
9. Give three reasons why you would advocate for TRUST and RESPECT when strengthening health system. ( 3 marks)
10. Define ethics and state its importance in the community health and development (3marks).

## **SECTION “B”**

1. a). Discuss the rationale for community health system strengthening in Community Health and development.( 10 marks )  
b). Illustrate how one may improve his/her communication skills. (10 marks)
  
2. a). Discuss how poor communication may affect health system (10 marks)  
b). Why do you think it would be important to promote quality health in the community (10 marks)
  
3. a). Attitudes are the biggest impediment to successful communication among cultures. Discuss (10 marks)  
  
b). In your own opinion give reasons why you would consider audience’s knowledge during community sensitization. (10 marks)

