



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF HEALTH SCIENCES
UNIVERSITY EXAMINATION FOR DEGREE OF BACHELOR OF SCIENCE
COMMUNITY HEALTH AND DEVELOPMENT
1ST YEAR 1ST SEMESTER 2019 ACADEMIC YEAR
KISUMU CAMPUS

COURSE CODE: EEL 3111

COURSE TITLE: COMMUNICATION SKILLS

EXAM VENUE:

STREAM: (BSc Comm Hlth & Dev)

DATE: 26/4/19

EXAM SESSION: 9.00 – 11.00AM

TIME: 2.00 HOURS

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 30 MKS)

1. a). i) Define communication 3mks
- ii). List three purposes of communication in an organisation 3mks
- iii). Identify at least three factors affecting choice of channel 3mks
- iv). Identify three interpersonal barriers to effective communication 3mks
- b). Define the following terms.
- i). Filtering
- ii). Skimming
- iii). Bibliographical references 3mks
- c). i) Library material fall under two broad categories namely 2mks
- ii). Define library of congress as a system used in the library 3mks
- iii). Identify the two methods of locating a book from the library 2mks
- d). Distinguish between circulation and catalogueing as a house keeping activity in a library.
- a). Circulation 3mks
- b). Catalogueing 3mks

SECTION B (CHOOSE ANY TWO 40MKS)

2. a) Define informative speech 2mks
- b) Describe any four ways of using your voice effectively to reach the audience 8mks
- c) Highlight five things to consider when writing 10mks
3. Define tutorial, describe its preparation and its essential characteristics 20mks
4. Discuss ten factors to consider in general studying techniques 20mks
5. Discuss using examples different forms of expressions which fall under 20mks
- a). Non – verbal communication
- b). verbal communication