



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
UNIVERSITY EXAMINATION FOR THE AWARD OF BACHELOR'S DEGREE WITH
IT
1ST YEAR 1ST SEMESTER 2019/2020 ACADEMIC YEAR
MAIN CAMPUS PART-TIME PROGRAMME

COURSE CODE: ZEL 3115

COURSE TITLE: COMMUNICATION SKILLS

EXAM VENUE: AH

DATE: 13/08/19

EXAM SESSION: 2.00 – 4.00PM

TIME: 2 HOURS

INSTRUCTIONS:

Answer question ONE (compulsory) and any TWO.

Question One

- a) What are communication skills? (2 marks)
- b) State and explain any four elements of communication. (8 marks)
- c) Discuss the possible composition of a reference list (14 marks)
- d) Using APA referencing method, write down how the following resources would be referenced in a resource material where they have been used. (6 marks)
 - i) Author: Alexie, S.
Year of publication: 1992
Place of publication: Brooklyn, NY
Publisher: Hang Loose Press.
Book title: The business of fancy dancing: Stories and poems.
 - ii) Authors: Mathews, J., Berrett, D., & Brillman, D.
Year and date of publication: 2005, May 16.
Name of the Magazine: Newsweek,
Page numbers: 58-59.
Title of the article: Other winning equations.

Question Two

- a) How would one know that a person is a good speaker after listening to their presentation? (5 marks)
- b) Illustrate the concept of MURDER as a studying formula. (10 marks)
- c) State and explain any five barriers to effective communication. (5 marks)

Question Three.

In a selection of the appropriate source of information out of many that are published on the same subject, there are qualities that guide in the selection. Discuss any five of those qualities. (20 Marks)

Question Four

- a) State five uses of examination (5marks)
- b) Explain how you would prepare for an examination at the beginning of a semester (4 marks)
- c) Describe any five barriers to listening (5marks)
- d) Define the following terms as used in libraries. (6 marks)
 - i. Catalog
 - ii. Index
 - iii. Periodical

Question Five

- a) Distinguish between academic writing and other types of writing. (6 marks)
- b) National libraries are copyright libraries. Examine the role of these kinds of libraries in Kenya. (10 marks)
- c) Distinguish between skimming and scanning as used in academic reading. (4 marks)