



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF HEALTH SCIENCES**  
**UNIVERSITY EXAMINATION FOR DIPLOMA IN COMMUNITY HEALTH AND**  
**DEVELOPMENT**  
**1<sup>ST</sup> YEAR 1<sup>ST</sup> SEMESTER 2016/2017 ACADEMIC YEAR**  
**UGUNJA CAMPUS**

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**COURSE CODE: EEL 2111**

**COURSE TITLE: COMMUNICATION SKILLS**

**EXAM VENUE:**

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

**DATE: 22/08/16**

**EXAM SESSION: 2.00 – 4.00 PM**

**TIME: 2.00 HOURS**

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**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) What is communication? 3mks
- ii). Define noise 3mks
- iii). Identify the main categories of communication 3mks
- iv). define study skills 3mks
- b).i) What is decoding 3mks
- ii) Identify the three communication media (channels) 3mks
- iii). Highlight any three interpersonal barriers to effective communication 3mks
- c. i). Written communication has advantages in it mention any three 3mks
- ii). What is a library 3mks
- iii). Identify three importance of internal communication in an organization 3mks

SECTION B ( CHOOSE ANY TWO)

2. a). Define a library catalogue and describe its functions 10mks
- b). Describe five uses of automated library system 5mks
3. a). Identify five effective styles in writing 5mks
- b). Discuss essential characteristics of participation 10mks
4. Discuss points to consider when planning study time 15mks
5. Communication serves various purposes in organizations and work places (Discuss) 15 mks