

JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

UNIVERSITY EXAMINATION FOR THE DIPLOMA IN COMMUNITY HEALTH

1ST YEAR 1ST 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)