



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF HEALTH SCIENCES
UNIVERSITY EXAMINATION FOR CERTIFICATE IN COMMUNITY HEALTH AND
DEVELOPMENT
1ST YEAR 1ST SEMESTER 2013/2014 ACADEMIC YEAR
CENTRE: KISUMU

COURSE CODE: EEL 1111

COURSE TITLE: INTRODUCTION TO COMMUNICATION SKILLS

EXAM VENUE: LR 7

STREAM: Cert. in Comm. Health & Development

DATE: 4/12/2013

EXAM SESSION: 2.00 – 3.30 PM

TIME: 1 ½ HOURS

Instructions:

- 1. Answer ALL questions in section (A) and ANY Two 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

Q1. Define the following terms

- a) Encoder (2 marks)
- b) Decoder (2marks)
- c) Message (2 marks)
- d) Describe the process of communication in a diagram (5marks)
- e) Highlight the different channels of communication and explain briefly what they entail (5 marks)
- f) Distinguish between a good listener and a bad one. (3 marks)
- g) Illustrate the purpose of filing (2 marks)
- h) List three ways of note taking (3 marks)
- i) Highlight any 2 factors to consider when preparing a speech (3 marks)
- j) Explain the term extrinsic motivation (3 marks)

SECTION B

- Q1. Discuss the essential factors for effective study. (15marks)
- Q2. Explain in detail the characteristics of a good speech. (15 marks)
- Q3. Discuss factors to be considered when choosing a filing system. (15 marks)