



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS
UNIVERSITY EXAMINATION FOR THE **DIPLOMA IN BUSINESS**
ADMINISTRATION
1ST YEAR 1ST SEMESTER 2024/2025 ACADEMIC YEAR
MAIN CAMPUS

COURSE CODE: EEL 2115

COURSE TITLE: COMMUNICATION SKILLS

EXAM VENUE : EXAM SESSION:9-11.00 AM

DATE : 16/1/25

DURATION: 2 HOURS.

INSTRUCTIONS

- 1. Answer QUESTION ONE and any other TWO questions**
- 2. Show ALL your workings and be as NEAT as possible.**
- 3. Candidates are advised not to write on the question paper**
- 4. Marks allocated to each question are shown at the end of the question.**

NB: FIVE QUESTIONS.

QUESTION ONE 40 MARKS, ANY OTHER TWO 20 MARKS EACH

QUESTION ONE

- a) Define communication skills explaining its significance to a University student(4marks)
- b) Explain the barriers that affect listening (4marks)
- c) Identify and Explain any Four Components of Communication process(4marks)
- d) Explain the unethical practices in communication(4marks)
- e) Name four types of visual support communication(4marks)
- f) Enumerate why students use the Library(4marks)
- g) What is referencing and why are references made(4marks)
- h) List four purposes of reading(4marks)
- i) What is skimming and list some of the ways of skimming(4marks)
- j) Explain the four rules to consider when evaluating ideas(4marks)

QUESTION TWO

- a) Explain the various types of libraries(10marks)
- b) Briefly discuss the speech delivery(10marks)

QUESTION THREE

- a) Describe any five purpose of reading(10marks)
- b) Any Library will have several sections enable the user to locate necessary materials. Identify any of the various sections of the Library

QUESTION FOUR

- a. Discuss the content of good notes(10Marks)
- b. Highlight Five attributes of Creative thinkers(10marks)

QUESTION FIVE

- a. What is Examination (5marks)
- b. Briefly Discuss the impact of examination in a University(5marks)
- c. Discuss the process of Academic Problem Solving(10marks)