



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**SCHOOL OF HEALTH OF SCIENCES**

**UNIVERSITY EXAMINATION FOR CERTIFICATE IN COMMUNITY HEALTH**

**YEAR 1 SEMESTER 1 ACADEMIC YEAR 2024/2025 MAIN CAMPUS**

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**MAIN CAMPUS**

**COURSE CODE: EEL 1111**

**DATE:**

**COURSE TITLE: COMMUNICATION  
SKILLS**

**TIME: 3 HOURS**

**EXAM VENUE:**

**STREAM: CERTIFICATE IN  
COMMUNITY HEALTH &  
DEVELOPMENT**

**EXAM SESSION: SEPTEMBER-DECEMBER 2024/2025**

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Instructions

- i. Answer question one and any other three.
- ii. Candidates are advised not to write on the question paper.
- iii. Candidates must hand in their answer booklets to the investigator while in the examination room.

**SECTION A: (30 Marks)**

*Answer All questions in this Section*

**QUESTION ONE**

1. Define the following terms
  - a) communication (2 Marks)
  - b) Upward communication (2 Marks)
2. State three non-verbal cues of communication (3 Marks)
3. What do you think is the general importance of communication skills in the organization (4 Marks)
4. Identify **FOUR** different barriers to communication in an organization. (4 Marks)
5. You have been given the responsibility of managing the organization, what are the **FOUR** effects of poor communication in that organization (4 Marks)
6. Identify **THREE** factors to be considered when choosing a communication media. (3 Marks)
7. You have been invited to attend an interview. Mention **THREE** types of interviews. (3 Marks)
8. List any **TWO** types of meetings in an organization. (2 Marks)
9. Name **THREE** Sources of information for Public speaking (3 Marks)

**SECTION B: (40 Marks)**

*Choose TWO questions in this Section*

**QUESTION TWO**

- a) Describe **FIVE** forms of Non-verbal Communication (10 Marks)
- b) Briefly discuss elements of communication (10 Marks)

**QUESTION THREE**

- a) Define the term interview (2 Marks)
- b) Discuss how to prepare for an interview (8 Marks)
- c) State **FOUR** types of interviews held in organizations. (4 Marks)
- d) Explain **FOUR** types of Verbal forms of communication that can be applied during interviews (8 Marks)

#### **QUESTION FOUR**

- a) Use a diagram to illustrate the communication process (14 Marks)
- b) Discuss THREE forms of communication (6 Marks)

#### **QUESTION FIVE**

- a) Effective communication is paramount in both personal and professional settings. To convey messages clearly and ensure understanding, the 7 Cs of communication framework that emphasizes essential principles serve as invaluable guidelines. Describe the 7Cs of communication skills (14 Marks)
- b) Discuss factors that hinder effective communication in the workplace (6 Marks)