

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

RESIT/SPECIAL EXAMINATIONS

EXAMINATION FOR THE AWARD OF DIPLOMA IN

DJMC 0100: INTRODUCTION TO BUSINESS COMMUNICATION

STREAMS:

TIME: 2 HOURS

DAY/DATE: TUESDAY 02/02/2021

11.30 A.M – 2.30 P.M

INSTRUCTIONS:

Answer question one (compulsory) and any other two.

QUESTION ONE

- a) Explain five types of communication. (10marks)
- b) Explain five barriers to communication. (10marks)
- c) Explain any five components of the communication process. (10marks)

QUESTION TWO

Discuss five principles of modern employee communication. (20marks)

QUESTION THREE

Discuss five ways to manage business communication. (20marks)

QUESTION FOUR

Discuss five forms of business correspondence.

(20marks)

QUESTION FIVE

Discuss any five methods of communication.

(20marks)
