

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DIPLOMA IN SOCIAL WORK

SOWK 0116: COMMUNICATION SKILLS IN SOCIAL WORK II

STREAMS: DIP. SOWK

TIME: 2 HOURS

DAY/DATE: FRIDAY 06/12/2019

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

SECTION A: COMPULSORY (30 MARKS)

- Q1. (a) Define the following
- (i) Communication (2 marks)
 - (ii) Intra-personal communication (2 marks)
- (b) Explain factors to consider when choosing a communication media. (10 marks)
- (c) Briefly explain the basic principles of communication. (10 marks)
- (d) Discuss the importance of written communication in social work profession. (6 marks)

SECTION B

- Q2. (a) Explain any five characteristics of a good discussion group. (15 marks)
- (b) List five challenges that the note taker go through while taking notes. (5 marks)
- Q3. Using a diagram, describe the process of communication. (20 marks)
- Q4. Critically analyse barriers to effective listening and possible remedies to those barriers. (20 marks)
- Q5. There has been an increase in rates of insecurity in the University and some students have reported sexual harassment and physical abuse from unknown people. The chief security

officer assigns you to do an investigation on the claims and submit a report on the causes and remedies to those incidences. Write a report that you will present to him. (20 marks)

- Q6. Based on research done by Pollitt (1985), discuss the three examination difficulties that students experience. (20 marks)
-