
CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS
CHUKA/EMBU**

EXAMINATION FOR THE AWARD OF DIPLOMA IN

COMS 0101: COMMUNICATION SKILLS

STREAM:

TIME: 2 HOURS

DAY/DATE: MONDAY 13/08/2018

8.30 A.M – 10.30 P.M

INSTRUCTION:

- **Question one is compulsory. Answer three questions in all.**

1. (a) Explain the six elements in the communication process. [12marks]
(b) Explain the difference between listening and hearing. [6marks]
(c) Describe five levels of listening. [12marks]
 2. (a) Highlight six steps you can take to become a better listener. [12marks]
(b) Explain how you would go about doing survey reading. [8marks]
 3. (a) Give five reasons why people read. [10marks]
(b) Discuss five types of libraries. [10marks]
 4. (a) Explain the four stages in the writing process. [8marks]
(b) Discuss six characteristics of communication. [12marks]
 5. (a) Outline six characteristic of a good speaker. [12marks]
(b) Describe types of reference books that are available in the library. [8marks]
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