

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

CHUKA AND THARAKA CAMPUSES

EXAMINATION FOR THE AWARD OF DEGREE OF

COMS 101: COMMUNICATION SKILLS

STREAMS: SB

TIME: 2 HOURS

DAY/DATE: TUESDAY 07/08/2018

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

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

1. (a) David Crystal has written a book entitled "A Dictionary of Linguistics and Phonetics." The book is published by Blackwell Publishers in Oxford. It was published in 1997.

Write a reference entry for the book using APA format. (6 marks)

(b) The following is a call number for

(i) A library book. Explain the meaning of the numbers and letters. (6 marks)

*HD*₃₀₃

*H*₃₆

2000

C.I

(ii) Explain the types of classification used to come up with the call number. (3 marks)

(c) Explain the relationship between listening and critical thinking. (15 marks)

2. (a) Explain why diagrammatic displays are an effective means of communication. (12 marks)
 - (b) Identify four sections that you can find in a library. (8 marks)
 3. (a) Discuss four types of body motion that form part of non-verbal communication behaviour. (12 marks)
 - (b) Explain four ethical standards that influence our communication. (8 marks)
 4. Show how human communication is a process. (20 marks)
 5. Explain how you would go about editing a piece of work that you have written. (20 marks)
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