

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

RESIT/SPECIAL EXAMINATION

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF
COMS 101: COMMUNICATION SKILLS**

STREAMS:

TIME: 2 HOURS

DAY/DATE: TUESDAY 11/09/2018

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

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

1. (a) Your friend has invited you to give a speech during his/her graduation ceremony. Discuss four points to consider in order to deliver an effective speech. (8 marks)
 - (b) Giving clear examples distinguish between oral communication and sign language. (4 marks)
 - (c) Discuss the essence of four basic fundamental principles of communication. (8 marks)
 - (d) The elements that comprise the communication process are not independent of each other. Support this proposition with examples. (10 marks)
2. People read for various reasons. With relevant illustrations discuss the various purposes of reading. (20 marks)
 3. (a) Discuss the features of an academic writing. (10 marks)

- (b) Discuss transcoding and show how it is important in academic writing. (10 marks)
4. (a) Describe the steps involved in the listening process. (10 marks)
(b) What are the barriers to the effective listening? (10 marks)
5. (a) Explain in detail the services you would expect to get from library. (10 marks)
(b) What is conflict resolution? (2 marks)
(c) How would you arbitrate two quarrelling parties? (8 marks)
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