

THARAKA



UNIVERSITY

COLLEGE

*(A Constituent College of Chuka University)*

## UNIVERSITY EXAMINATIONS

### FIRST YEAR EXAMINATION FOR THE AWARD OF CERTIFICATE IN COMMUNITY DEVELOPMENT

**COMS 00101: COMMUNICATION SKILLS**

**STREAMS: CERT (CDEV) YISI**

**TIME: 2 HOURS**

**DAY/DATE: TUESDAY 21/04/2020**

**8.30 AM – 10.30 AM**

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#### INSTRUCTIONS:

- **Answer Question One (Compulsory) and any other Two**
- **Do not write on the question paper**

- Define the following terms
    - Communication [2 marks]
    - Listening [2 marks]
    - Hearing [2 marks]
  - Differentiate between intra-personal communication and inter-personal communication. [4 marks]
  - State any five barriers that hinders effective communication. [5 marks]
  - Written communication involves writing words that we want to communicate. State the advantages and disadvantages of written communication. [5 marks]
  - Discuss various elements of communication. [10 marks]
- Discuss five factors that may contribute to poor listening. [15 marks]
  - How can the listener address habits of poor listening. [5 marks]
- State five reasons why people read [5 marks]
  - Explain various types of reading. [15 marks]

4. (a) A good speaker requires basic speaking skills. Identify any five such skills. [5 marks]
- (b) Explain steps involved in preparing for a public speech. [15 marks]
5. (a) Outline stages in listening process. [10 marks]
- (b) Examine various types of listening. [10 marks]
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