



TECHNICAL UNIVERSITY OF MOMBASA
School of Humanities & Social Studies
Faculty of Engineering & Technology
Faculty of Applied and Health Sciences

CERTIFICATE CLASSES

BMC 1107: COMMUNICATION SKILLS

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: JUNE/JULY 2015

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of **TWO** Sections **A & B**.
- Section **A** is **Compulsory**.
- Answer any other **TWO** questions in Section **B**.

This paper consists of Three printed pages.

SECTION A (Compulsory)

QUESTION 1

- a) Distinguish the following terms below while providing examples on each:
- i) Postures (3 marks)
 - ii) Gestures (3 marks)
- b) Use the terms below to explain the process of communication:
- i) Conception of message (3 marks)
 - ii) Channel selection (3 marks)
 - iii) Reception of message (3 marks)
 - iv) Transmission of message (3 marks)
- c) Distinguish between the sender and receiver using example. (4 marks)
- d) Mention any **FIVE** features of body language that can be used to emphasis a point in public speaking concept (5 marks)
- e) Explain facial expression. (3 marks)

SECTION B (Answer any TWO questions)

QUESTION 2

- a) Name and explain **EIGHT** barriers to effective communication. (16 marks)
- b) Explain the phrase “the objective” of the sender to the receiver in communication. (4 marks)

QUESTION 3

- a) Describe the process of communication from when it is released upto feedback. (8 marks)
- b) Name and explain **THREE** barriers that can caused by external factors. (12 marks)

QUESTION 4

- a) Under what circumstances might a teacher limit the feedback from students. (12 marks)
- b) Explain any **TWO** advantages of listening. (4 marks)
- c) Explain the terms below in relation to the communication process:
- i) Packaging the message (2 marks)
 - ii) Confidentiality (2 marks)

QUESTION 5

- a) Explain the below terms in the principles of effective communication:
- i) Logical **(3 marks)**
 - ii) Brevity **(3 marks)**
 - iii) Accuracy **(3 marks)**
 - iv) Clarity **(3 marks)**
- b) Explain **FOUR** ways in which the wide, spread introduction of electronic equipment has improved communication. **(8 marks)**