



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

CERTIFICATE CLASSES

BMC 1107: COMMUNICATION SKILLS

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: FEBRUARY 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 Two printed pages.

SECTION A (Compulsory)

QUESTION 1

- a) What is communication? (2 marks)
- b) State and explain **THREE** merits of effective communication. (6 marks)
- c) Explain any **FIVE** elements involved in the process of communication. (10 marks)
- d) Briefly describe **THREE** barriers to effective communication. (6 marks)
- e) Identify any **THREE** factors to consider when choosing a communication channel. (6 marks)

SECTION B (Answer any TWO questions)

QUESTION 2

- a) Define a model of communication. (2 marks)
- b) With the help of a well labelled diagram explain any **TWO** models of communication. (18 marks)

QUESTION 3

- a) Differentiate between listening and hearing. (4 marks)
- b) Discuss all the levels of listening. (16 marks)

QUESTION 4

- a) Briefly describe any **FOUR** purposes for reading. (8 marks)
- b) Explain the reading formula. (6 marks)
- c) State and explain **THREE** types of reading. (6 marks)

QUESTION 5

- a) Discuss the **FIVE** aspects used in preparing for a job interview. (10 marks)
- b) List **TEN** factors to be considered when preparing for a job interview. (10 marks)