



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Engineering & Technology

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

HIGHER DIPLOMA IN COMPUTER STUDIES

END OF SEMESTER EXAMINATIONS

APRIL/MAY 2010 SERIES

**COMMUNICATION BEHAVIOUR AND
COMMUNICATION SKILLS**

TIME: 2 HOURS

Instructions to Candidates

SECTION A : ORGANISATION BEHAVIOUR

Question ONE

(a). Discuss **FIVE** variables affecting leadership effectiveness in an organization. **(10 Marks)**

Marks)

(b). Explain the main forces of change facing organizations today. **(10 Marks)**

Marks)

Question TWO

(a). Discuss **FIVE** causes of intergroup conflict in organizations. **(10 Marks)**

(b). Change is inevitable in an organizations. Highlight **FIVE** reasons why people resist change. **(10 Marks)**

SECTION B: COMMUNICATION SKILLS

Question THREE

(a). Explain any **FIVE** functions of non-verbal communication. **(10 Marks)**

(b). Identify **FIVE** advantages of written communication. **(10 Marks)**

Question FOUR

(a). Examine any **FOUR** speech styles. **(10 Marks)**

(b). Discuss **FIVE** advantages of communication in an organization. **(10 Marks)**