



TECHNICAL UNIVERSITY OF MOMBASA

FACULTY OF APPLIED AND HEALTH SCIENCES

DEPARTMENT OF PURE & APPLIED SCIENCES

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN NAUTICAL SCIENCE

BMC 2102 : MARINE COMMUNICATION SKILLS

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME: 2 HOURS

DATE: Pick Date Dec 2016

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt any **THREE** questions.

Do not write on the question paper.

Question ONE

- a. Define the following terms: **(10 marks)**
- i. Encoding
 - ii. Communication
 - iii. Feedback
 - iv. Channel
 - v. Noise/Interference/ Barriers
- b. Define and discuss **TWO (2)** formal communication channels **(10 Marks)**

Question TWO

- a. State any **FIVE (5)** barriers to effective flow of information **(5 Marks)**
- b. Discuss ways of overcoming any **THREE (3)** barriers you have stated in the above question **(15 Marks)**

Question THREE

Using an appropriate diagram, illustrate the communication process while defining its components **(20 Marks)**

Question FOUR

- a. Briefly describe **TWO (2)** Elements of the communication process **(10 Marks)**
- b. State and discuss **FIVE (5)** Modes of Written communication **(10 marks)**

Question FIVE

Choose a barrier to communication, demonstrate the barrier and how to overcome it through an appropriate representation **(20 Marks)**