



# TECHNICAL UNIVERSITY OF MOMBASA

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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 question ONE (Compulsory) and any other TWO questions.

**Do not write on the question paper.**

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## **Question ONE**

- a. Briefly discuss how individual differences can affect communication **(10 Marks)**
- b. Define and describe in brief the following: **(10 Marks)**
  - i. Verbal communication
  - ii. Nonverbal communication

## **Question TWO**

List and explain **FIVE (5)** barriers to communication that may occur in a marine organization/workplace.

**(20 marks)**

## **Question THREE**

Define and illustrate the following:

- a) Intrapersonal communication **(10 marks)**
- b) Organizational communication **(10 marks)**

#### **Question FOUR**

Using appropriate examples describe the channels of communication that can be use by the engine room department to communicate with the deck department in a ship **(20 Marks)**

#### **Question FIVE**

- a. State and discuss 5 (Five) Modes of Written communication **(10 marks)**
- b. Define the following terms **(10 Marks)**
  - i). Communication
  - ii). Communicator
  - iii).Receiver
  - iv).Message
  - v). Information