



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF COMMUNICATION STUDIES

UNIVERSITY EXAMINATION FOR:

DIPLOMA

HMC 2107: COMMUNICATION SKILLS

END OF SEMESTER EXAMINATION

SERIES: AUGUST2019

TIME: 2HOURS

DATE: Pick DateAug2019

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attemptquestion ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

QUESTION ONE

- a) Define the following terms; (10 marks)
- i) Effective Communication
 - ii) Channel
 - iii) Decoding
 - iv) Communication barrier
 - v) Horizontal communication
- b) Explain THREE uses of gestures in communication. (6 marks)
- c) State any FOUR ways in which a student can improve listening skills. (4marks)
- d) Explain FIVE factors you should consider when choosing a communication channel (10 marks)

QUESTION TWO

- a) Explain any FIVE advantages of written communication. (10 marks)
- b) Explain any FIVE limitations of downward communication (10marks)

QUESTION THREE

- a) Discuss any FIVE types of listening that every good communicator should know about. (10 marks)
- b) Explain FIVE barriers to effective communication. (10 marks)

QUESTION FOUR

- a) Citing relevant examples, explain FIVE barriers of communication (10 marks)
- b) Describe any FIVE characteristics of a good Public Speaker. (10 marks)

QUESTION FIVE

- a) Discuss SIX principles that guide effective communication (12 marks)
- b) Explain any FOUR limitations of non-verbal communication. (8 marks)