



# TECHNICAL UNIVERSITY OF MOMBASA

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SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF COMMUNICATION STUDIES

**UNIVERSITY EXAMINATION FOR:**

DIPLOMA

HMC2107: COMMUNICATION SKILLS

END OF SEMESTER EXAMINATION

**SERIES:** AUGUST2019

**TIME:** 2HOURS

**DATE:** Pick Date Aug2019

## 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. Define the term 'communication' ( 3 marks)
- b. Discuss any **FIVE** characteristics of effective communication(10 marks)
- c. Clearly explain the following terms giving two examples in each.(12marks)
  1. Formal communication
  2. Informal communication
  3. Technical writing
- d. Clarify **FIVE** reasons why you would advise a first year student preparing for an exam to join a study group(10 marks)

## Question TWO

- a. Use a well-illustrated diagram to show the process of communication. (10 marks)
- b. Using the diagram above explain with clear examples all the stages of communication. (10 marks)

### Question THREE

- a. Explain any **SIX** barriers to effective communication. (12 marks)
- b. Clarify **FOUR** ways in which body language enhances effective communication. (8marks)

### Question FOUR

- a. Define an interview (2 marks)
- b. Explain any **FOUR** types of interviews learnt in this unit. (8 marks)
- c. Discuss **FIVE** ways in which you would advise a friend going for a job interview to prepare **before** the interview.(5marks)
- d. What would you advise him to do **during** an interview.(5marks)

### Question FIVE

- a. Explain any **FOUR** Channels of communication you would use any formal or informal setup. (8marks)
- b. Discuss the techniques of writing the following; (12 marks)
  - 1. Curriculum Vitae
  - 2. Speech
  - 3. A job application letter