



TECHNICAL UNIVERSITY OF MOMBASA

FACULTY OF ENGINEERING & TECHNOLOGY

DEPARTMENT OF ELECTRICAL & ELECTRONIC ENGINEERING

UNIVERSITY EXAMINATION FOR:

CERTIFICATE IN TECHNOLOGY ELECTRICAL AND ELECTRONIC ENGINEERING

BMC 1101 : COMMUNICATION SKILLS

END OF SEMESTER EXAMINATION

SERIES : AUGUST 2019

TIME: 2 HOURS

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 and any other TWO

Questions

Do not write on the question paper.

QUESTION ONE:

a) Explain the below concepts using examples

i) Communication (4 marks)

ii) Audience (2 marks)

iii) Noise (4 marks)

b) Define and explain the role of each of the following in the communication process:

i) Message (3 marks)

ii) sender (3 marks)

ii) channel (3 marks)

ii) feedback (3 marks)

ii) receiver (3 marks)

c) Explain body contact as a form of non-verbal communication. (5 marks)

QUESTION TWO:

a) Explain the following barriers caused by the receiver:

i) Prejudice (5 marks)

ii) Feedback (5 marks)

b) Discuss any FIVE basic listening skills (10 marks)

QUESTION THREE:

i. Explain how the speaker can detect dis interest in the listeners. (6 marks)

ii. Explain the phrase that goes “ you listen with your face as well as your ears”. (6 marks)

iii. Define gestures and explain at least two roles they play in verbal communication. (8 marks)

QUESTION FOUR:

a) What are the methods of communication , explain giving examples. (10marks)

b) Limitations of upward communication. (5 marks)

c) Give the effective method of upward communication. (5 marks)

QUESTION FIVE:

a) Explain the information overload and it's effect in communication process. (8 marks)

b) Explain how the wide spread introduction of electronic equipment has improved communication. (6 marks)

c) Provide proper meaning of the terms below:

i) Communication process (3 marks)

ii) Effective communication (3 marks)