



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

Faculty of Engineering & Technology

Faculty of Applied and Health Sciences

DIPLOMA CLASSES

BMC 2107: COMMUNICATION SKILLS

SUPPLEMENTARY/SPECIAL EXAMINATIONS

SERIES: JULY 2014

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of **TWO** Sections **A** & **B**.
- Section **A** is **Compulsory**.

– Answer any other **TWO** questions in Section **B**.

This paper consists of Three printed pages.

SECTION A (Compulsory)

QUESTION 1

- a) Define the following terms:
 - i) Communication **(2 marks)**
 - ii) Barriers to communication **(2 marks)**
 - iii) Internal communication **(2 marks)**
 - iv) Grapevine **(2 marks)**
 - v) Management **(2 marks)**
- b) With an illustration of a diagram, outline the process of communication. **(5 marks)**
- c) Discuss any **FIVE** factors which determine the choice of channels of communication. **(5 marks)**
- d) Explain any **FIVE** factors which determine the choice of channels of communication. **(5 marks)**
- e) Explain any **THREE** reasons why most organizations prefer to use communication over verbal communication. **(6 marks)**
- f) Differentiate between hearing and listening. **(4 marks)**

SECTION B (Answer any TWO questions)

QUESTION 2

- a) The Safaricom Company has advertised for a managerial post for its Mombasa office. Write an application to the company. **(10 marks)**
- b) Outline **FIVE** advantages of good writing skills. **(10 marks)**

QUESTION 3

- a) Discuss with examples the skills of effective speaking. **(10 marks)**
- b) Outline the kind of preparation you would recommend for an interviewee before the day of the interview. **(10 marks)**

QUESTION 4

- a) Discuss the vital details expected in the minutes. **(10 marks)**
- b) Explain **FIVE** advantages of oral communication. **(10 marks)**

QUESTION 5

- a) Explain **FIVE** functions of a chairperson in a meeting. **(10 marks)**
- b) Identify and discuss briefly the barriers to effective communication. **(10 marks)**