



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

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 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 Two printed pages.

SECTION A (Compulsory)

QUESTION 1

- a) Briefly discuss the interchanging role of the sender and the receiver in the communication process. **(6 marks)**
- b) Describe any **TWO** documents used in ensuring meetings are successful. **(6 marks)**
- c) With the help of an illustration describe an organization chart. **(4 marks)**
- d) Explain why feedback is necessary in any communication process. **(4 marks)**
- e) Outline **FOUR** techniques of effective listening. **(4 marks)**
- f) As a group leader of your work group, explain how you would improve the group's cohesiveness. **(6 marks)**

SECTION B (Answer any TWO questions)

QUESTION 2

- a) Recently, there has been a culture of chronic absenteeism in your section. Write a report to be presented to the Head of your department. Use any format of your choice. **(10 marks)**
- b) Vertical communication is faced by various challenges. Discuss. **(10 marks)**

QUESTION 3

- a) Explain **FIVE** points to consider to provide for effective presentations. **(10 marks)**
- b) Write short notes on syntax and semantics in language. **(10 marks)**

QUESTION 4

- a) Though important, sometimes written communication can be a hindrance to effective communication. Discuss. **(10 marks)**
- b) Describe **FIVE** non-verbal cues. **(10 marks)**

QUESTION 5

- a) Under what circumstances are memoranda used in organizations. **(10 marks)**
- b) Explain **FIVE** advantages of using computer-based methods/programs in communication today. **(10 marks)**