



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Applied & Health Sciences

UNIVERSITY EXAMINATIONS FOR DEGREE

BMC 4107: COMMUNICATION SKILLS

SUPPLEMENTARY/SPECIAL EXAMINATIONS

SERIES: MARCH 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) Using examples define the following terms:
- i) Formal communication (5 marks)
 - ii) Informal communication in an organisation (5 marks)
 - iii) Noise in the communication setting. (5 marks)
- b) What is the importance of feedback in a communication process? (5 marks)
- c) Outline **FIVE** qualities of a good oral communicator. (5 marks)
- d) How can communication improve and open up opportunities in one's life. (5 marks)

SECTION B (Answer any Two Questions)

QUESTION 2

Using an illustration discuss the various elements in a communication process. **(20 marks)**

QUESTION 3

Write a letter to the chair of your department requesting for deferment of your studies. **(20 marks)**

QUESTION 4

Discuss **SIX** forms of organizational communication. **(20 marks)**

QUESTION 5

You are the chairperson of the TUM Wildlife club. Write a memo to your members informing them of an upcoming field trip to Shimba Hills. **(20 marks)**