



# THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of Jkuat)

*Faculty of Engineering and Technology*

**DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY**

PRE-CERTIFICATE IN INFORMATION TECHNOLOGY 11M

**BLS 1004: COMMUNICATION SKILLS**

SPECIAL/SUPPLEMENTARY EXAMINATION

**SERIES: OCTOBER 2011**

**TIME: 2 HOURS**

## **Instructions to Candidates:**

You should have the following for this examination

- *Answer booklet*

Answer question **ONE (COMPULSORY)** in section A and any other **TWO** questions from section B

Maximum marks for each part of a question are clearly shown.

This paper consists of **THREE** printed pages

## SECTION A – Compulsory

### Question 1 (30 marks)

The Executive Committee of Mavalo University Management Students Association (MUMSA) comprises seven members representing the different courses offered at the university.

Two weeks ago, the Chairman of the Executive Committee of MUMSA instructed you to send the notice an agenda for the second meeting of the committee in year 2011 to be held at 2:00 pm on 11 August 2011 at the university hall. The chairman handed you the agenda of the meeting. He also emphasised that due to the urgency of some of the issues to be deliberated on, he expected you to write the minutes immediately after the meeting.

The agenda of the chairman was:

- Confirm response from the association's sponsor as discussed in the previous meeting
- Frustrating lunch queues and its impact on afternoon classes
- Bad condition's of the students lockers
- Treasurer to provide a report on the recent fundraising event held for charity
- Check on the students' scholarship program and advice
- Students' recreation programme

Required:

- a. Write minutes of the meeting. (15 marks)
- b. Outline the benefits of having minutes in an organization. (5 marks)

## SECTION B (ANSWER ANY TWO QUESTIONS)

### Question 2 (20 marks)

- a) Explain why communication is regarded as a process. (15 marks)
- b) Outline five theories in communication (5 marks)

### Question 3 (20 marks)

- a) State and explain the factors to consider when using visual communication. Cite examples. (10 marks)
- b) Identify 5 techniques of using the visual aid (5 marks)
- c) State **five** advantages of written communication (5 marks)

### Question 4 (20 marks)

- a) Define the following terms as used in communication.
  - i. Scheming (1 marks)
  - ii. Scanning (1 marks)
  - iii. Anticipation (1 mark)
  - iv. Memo (1 mark)
  - v. Circular (1 mark)

- b) List five characteristic of communication (5 marks)
- c) State and explain the types of business letters (5 marks)
- d) Describe the important details to consider when writing a letter for a job application (5 marks)

**Question 5 (20 marks)**

- a) State and explain the principles to be considered while designing a form (5 marks)
- b) List the importance of an agenda (5 marks)
- c) Describe the purpose of interviewing (5 marks)
- d) You applied for a job a while back and you receive a call from the organization which you applied to attend an interview in a week's time. Describe 5 ways how you are likely to conduct yourself during the interview.

**Question 6 (20 marks)**

- a) Identify five barriers of effective listening (5 marks)
- b) Listening is vital for managers who need to make everyday decisions. Discuss using examples how a manager might improve his listening skills. (15 marks)