



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of JKUAT)

(A Centre of Excellence)

Faculty of Business & Social Studies

DEPARTMENT OF MEDIA & GRAPHIC DESIGN

PRECERTIFICATE IN COMMUNICATION SKILLS

BLS 1004: COMMUNICATION SKILLS

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2012

TIME ALLOWED: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

Answer **ALL** questions in section **A (COMPULSORY)** and any other **TWO** questions from section **B**
This paper consists of **FOUR** printed pages

The United Nations Security Council

The United Nations Organization – UNO officially came into existence on the 24th October 1945. The purpose of the United Nations is to bring all nations of the world together to work for peace and development, based on the principles of justice, human dignity and the well-being of all people.

By March 1995 it had 185 members. All these countries are represented in the General Assembly, which is the closest thing to a world parliament. Six official languages – Arabic, Chinese, English, French, Russian and Spanish are used at the United Nations General Assembly.

The United Nations sprang from the need to have a post war organization to ensure world peace. Hence intense pressure was mounted on Britain, China, the US and the USSR to consider initiating a world organization as the Second World War raged. As a result, a meeting was convened in Washington DC in 1944, comprising of representatives from the four nations. They prepared a blue print for an international organization. Towards the end of the war, representatives of fifty countries met in San Francisco and hammered out a final text that would lay down the foundation for International Co-operation. The main goal of the new world organization was to maintain peace and promote social and economic progress.

In its role to prevent war and resolve conflicts peacefully, the UN formed a Security Council consisting of the five victors of war as the permanent members and representatives of ten other countries serving two-year terms.

The five countries – China, the USSR, the United Kingdom, France and the US were given veto powers; which means that decisions made by the UN can be blocked by any of the permanent members. This is significant, firstly because the Security Council is the principle UN organ for ensuring peace, and secondly, because it is the only UN body whose decisions are binding to all members states.

The primary responsibilities of the Security Council is to maintain international peace and security; and in so doing act on behalf of all the member states. In discharging its duties, the Security Council works in accordance with the purposes and principles of the UN as stipulated in the charter. It submits annual, and if necessary, special reports to the General Assembly for its consideration.

The UN embarks on conflict prevention and resolution through:

Preventive Diplomacy. This is action aimed at stopping disputes before they flare into military conflicts. This can involve early warning, mediation, fact-finding and confidence-building.

Peace Making. This means acting to settle conflict through peaceful means such as negotiations, judicial settlements, sanctions or cease-fire agreements.

Peacekeeping. This often involves placing persons – civilian and military – between hostile parts to help control and resolve a conflict. Peacekeepers wear blue helmets.

It is however important to note that the UN peace-keepers cannot take sides in a conflict and are only sent to their presence. They are generally lightly armed and cannot use force unless they are attacked. The UN troops may include police and other civilians because peacekeeping includes a range of activities including humanitarian assistance, monitoring elections and observing and reporting on a situation.

Peace Building involves attempts at reconstruction and reconciliation – re-establishing friendly relations – through establishing projects which link hostile parties together, with the hope of creating the confidence which is necessary for peace.

If a country fails to co-operate with the efforts of the UN Security Council to peacefully resolve a conflict, the Council may impose sanctions by asking the United Nations members to stop trading with that country and to cut all forms of communication including sea, air, rail, post, telephone and radio. They may also be asked to close their embassies in the country.

In recent years, peacekeeping has gained more importance in situations where preventive diplomacy and peace-making have failed.

SECTION A (COMPULSORY – 30 MARKS)

Question One (Reading & Study Skills)

Read the following passage and answer question (i) to (viii)

- (i) Explain the work of the UN? **(2 marks)**
- (ii)** State why there was a need for a post-war organization. **(2 marks)**
- (iii)** Outline the responsibility of the UN Security Council? **(2 marks)**
- (iv)** In 60 words, explain the **THREE** ways in which the UN maintains peace and security. **(9 marks)**
- (v)** In note form, state the differences between the UN peacekeepers and other military forces. **(8 marks)**
- (vi)** State when the UN imposes sanctions on a country. **(2 marks)**
- (vii) List **FIVE** members of the UN security council:
 - (a)** Who are given veto powers? **(2½ marks)**
 - (b)** What are veto powers? **(1/2 marks)**
- (viii)** Define scanning as a method of reading. **(2 marks)**

Question Two

- a)** Define communication. **(2 marks)**
- b)** Using a suitable diagram, explain the process of communication. **(16 marks)**
- c)** Giving examples, explain what is semantic noise. **(2 marks)**

SECTION B (ANSWER ANY TWO QUESTIONS)

Question Three

- a) Explain **FIVE** points, why one needs communication skills. **(10 marks)**
- b) Explain **FIVE** advantages of written communication. **(10 marks)**

Question Four

- a) Rectify the following sentences. **(3 marks)**
- (i) I is sick
 - (ii) John laugh a lot
 - (iii) The girls wear nice dresses yesterday
- b) List the seven main parts of a business letter. **(7 marks)**
- c) Outline any **FIVE** personal qualities of a good oral communicator. **(5 marks)**
- d) Explain any **FIVE** barriers to effective communication. **(5 marks)**