



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of JKUAT)

Faculty of Applied & Health Sciences

DEPARTMENT OF LIBERAL STUDIES & COMMUNITY DEVELOPMENT

CERTIFICATE IN MEDICAL LABORATORY SCIENCES (CMLS M11)

BLS 1101: COMMUNICATION SKILLS

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2011

TIME: 2 HOURS

Instructions to Candidates:

You should have the following for this examination

- *Answer booklet*

This paper contains **TWO** sections **A** and **B**. Section **A** is **COMULSORY**. Answer any **TWO** questions from section **B**

This paper consist of **TWO** printed pages

SECTION A (COMPULSORY)

Question 1

- a) Identify and explain **FIVE** factors one should consider when choosing communication media. (10 marks)
- b) State **FIVE** barriers of effective communication (5 marks)
- c) With an illustration of a diagram, explain the process of communication (10 marks)
- d) State **FIVE** importance of communication (5 marks)

SECTION B (Answer any TWO questions from this section)

Question 2

- a) Briefly explain **FIVE** principles of effective communication (10 marks)
- b) List and explain **FIVE** problems experienced in the upward vertical flow of information (10 marks)

Question 3

- a) State the details of a business letter (10 marks)
- b) Briefly explain **FIVE** components of minutes (10 marks)

Question 4

- a) Identify and explain **FIVE** tips for being a good listener (10 marks)
- b) List and explain **FIVE** examples of oral communication (10 marks)

Question 5

- a) As a secretary of your committee, kindly invite the members to a meeting through a notice combined with an agenda (10 marks)
- b) State and explain **FIVE** functions of a secretary in a committee (10 marks)