



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of JKUAT)

(A Centre of Excellence)

Faculty of Engineering & Technology

DEPARTMENT OF BUILDING & CIVIL ENGINEERING

CERTIFICATE IN BUILDING & CIVIL ENGINEERING

CERTIFICATE IN ARCHITECTURE

BMC 1107: COMMUNICATION SKILLS

END OF SEMESTER EXAMINATION

SERIES: AUGUST 2012

TIME: 2 HOURS

Instructions to Candidates:

You should have the following for this examination

- *Answer Booklet*

This paper consists of **FIVE** questions. Answer any **THREE** questions
Maximum marks for each part of a question are as shown
This paper consists of **TWO** printed pages

Question One (20 Marks)

- a) Identify and discuss any **FOUR** internal barriers of communication **(6 marks)**
- b) Explain the process of message transmission. **(6 marks)**
- c) Your friend has been shortlisted for an interview in a nearby Company in a week's time
 - i) Advise him on how to prepare himself for the interview **(4 marks)**
 - ii) Advise him on how to conduct himself during the interview. **(4 marks)**

Question Two (20 marks)

- a) State **FIVE** parts of a business letter. **(5 marks)**
- b) Outline the **FIVE** parts of minutes. **(5 marks)**
- c) Discuss the advantages of written communication **(10 marks)**

Question Three (20 marks)

- a) Discuss importance of communication in life. **(6 marks)**
- b) As a student, explain how this unit of communication skills has affected your life. **(8 marks)**
- c) Explain any **THREE** types of meetings in an organization. **(6 marks)**

Question Four (20 marks)

- a) Describe:
 - i) The role of a Chairperson in a meeting. **(5 marks)**
 - ii) The role of the Secretary in a meeting. **(5 marks)**
- b) Explain any **THREE** types of interviews in an organization. **(10 marks)**

Question Five (20 marks)

- a) Discuss
 - i) Causes of grapevine communication in an organization. **(8 marks)**
 - ii) How grapevine of communication can be minimized. **(8 marks)**
- b) Discuss why feedback is an important element in an organization. **(4 marks)**