



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of Jkuat)

Faculty of Engineering and Technology

DEPARTMENT OF MECHANICAL & AUTOMOTIVE ENGINEERING

**DIPLOMA IN MECHANICAL ENGINEERING (PLANT)
DIPLOMA IN AUTOMOTIVE ENGINEERING**

BMC 2107: COMMUNICATION SKILLS

SPECIAL/SUPPLEMENTARY EXAMINATION

SERIES: FEBRUARY/MARCH 2012

TIME: 2HOURS

INSTRUCTION TO CANDIDATES

You should have the following for this examination

- *Answer booklet*

This paper consists of **FIVE** questions.

Attempt any **THREE** questions

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

This paper consists of **THREE** printed pages

QUESTION ONE (20 MARKS)

- a) (i) Describe any **FIVE** principles of effective communication
(ii) Identify any **FIVE** barriers to effective communication between two parties (10 marks)
- b) (i) Discuss **FIVE** advantages of written communication over oral communication in a business organization
(ii) Give **FIVE** benefits of grapevine form of communication in a business organization (10 marks)

QUESTION TWO (20 MARKS)

- a) (i) Explain the differences between formal communication and informal communication. Give examples.
(ii) Using examples, explain the differences between upward and downward channels of communication in a business (10 marks)
- b) Explain the meaning of the following terms as used in communication
(i) Encoding
(ii) Decoding
(iii) Feedback (6 marks)
- c) Give the meaning of effective communication (4 marks)

QUESTION THREE (20 MARKS)

- a) (i) Explain three duties of a secretary and three duties of a chairperson during a meeting
(ii) Identify any **FOUR** differences between a circular and a notice as a form of written communication (10 marks)
- b) Describe the format of preparing the following forms of written communication (10 marks)
(i) Communication
(ii) Minutes of a meeting (10 marks)

QUESTION FOUR (20 MARKS)

- a) (i) Describe some preparations on a job applicant can make in readiness for an interview with prospective employer.
(iii) Explain the purposes of an interview to both job applicant and a prospective employer (10 marks)
- b) Describe the format of preparing the following forms of written communication
(i) Official application letter
(ii) A report (10 marks)

QUESTION FIVE (20 MARKS)

- a) Change the following passage into future tense
UNESCO has included Lake Nakuru in its lists of heritage sites. What does this mean? This is a big boost to Lake Nakuru which has added more value to its status. Its now upon us to market it further. It also means we must step up our commitment to conserve the environment. (6 marks)
- b) Read the passage below and answer the questions that follow:

Kenya Revenue Authority (KRA) intends to curb **smuggling of goods** into the country by deploying patrol boats along the Indian Ocean Coastline and lake Victoria. The revenue collector and lake

Victoria. The revenue collector will acquire maritime threats. The boats will **supplement** the Government's effort to guard national waters along the 12 km Indian Ocean. The boats **procurement** process went through an open tender system.

(a) Explain the meaning of the following processes and words as used in the passage

- (i) Smuggling of goods
- (ii) Supplement
- (iii) Procurement

b) Give **FOUR** examples of maritime threats we have in the country

c) Explain how open tender system operates in procurement process

(8 marks)