



(Knowledge for Development)

KIBABII UNIVERSITY

UNIVERSITY EXAMINATIONS

2019/2020 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER

SPECIAL/SUPPLEMENTARY EXAMINATION

FOR THE DIPLOMA IN CRIMINOLOGY AND SOCIAL WORK

COURSE CODE: DCR 054

COURSE TITLE: COMMUNICATION SKILLS

DATE: 5TH FEBRUARY, 2021

TIME: 11.30AM - 1.30PM

INSTRUCTION TO CANDIDATES

Answer Question **ONE** and any other **TWO** Questions

TIME: 2 Hours

This Paper Consists of 2 Printed Pages. Please Turn Over. ►

KIBU observes **ZERO** tolerance to examination cheating

QUESTION ONE: COMPULSORY (30 MARKS)

- a) Define the following terms: (2 marks)
 - i. Communication
 - ii. Reading
- b) Discuss the importance of taking notes in a lecture. (5 marks)
- c) Mention and explain briefly five elements of communication. (5 marks)
- d) Distinguish between skimming and scanning. (4 marks)
- e) List the advantages of verbal communication. (6 marks)
- f) Analyze any four barriers to effective communication. (8 marks)

QUESTION TWO (20 MARKS)

- a. In details discuss the 7C's to effective communication. (14 marks)
- b. Explain six ways of overcoming communication barriers. (6 marks)

QUESTION THREE (20 MARKS)

- a. List and explain any five types of libraries in Kenya. (10 marks)
- b. Briefly explain different types of reading and where they are applied. (10 marks)

QUESTION FOUR (20 MARKS)

- a. With the help of a diagram describe the process of communication. (12 marks)
- b. Discuss four different types of essays. (8 marks)

QUESTION FIVE (20 MARKS)

- a. Assuming you have been invited to give a talk on drug abuse to your fellow university students. How will you prepare to ensure that the talk is delivered successfully? (4 marks)
- b. Discuss the four main types of communication. (16 marks)