



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

**UNIVERSITY MAIN EXAMINATIONS
2021/2022 ACADEMIC YEAR**

FIRST YEAR FIRST SEMESTER EXAMINATIONS

FOR THE CERTIFICATE

IN

**CRIMINOLOGY AND CRIMINAL JUSTICE/SOCIAL WORK
AND COMMUNITY DEVELOPMENT**

COURSE CODE: CSD 002

COURSE TITLE: BASIC COMMUNICATION SKILLS

DATE: 20/4/2022

TIME: 3.00-5.00PM

INSTRUCTIONS TO CANDIDATES

Answer question one (compulsory) and any other two questions

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating



QUESTION ONE

- a) Giving an example for each, describe the following:(10 marks)
 - i) Visual Communication
 - ii) Non-Verbal Communication
 - iii) Written Communication
- b) Discuss any 5 ways in which visual communication can be used in public speaking. (10 marks)
- c) Elaborate on any 5 types of non-verbal communication that you know (10 marks)

QUESTION TWO

- a) Describe the 3 principles of effective communication (10 marks)
- b) Explain any 5 barriers to effective communication (10 marks)

QUESTION THREE

- a) Explain 5 ways in which written communication can be used in courts (10 marks)
- b) Outline 10 advantages of studying communication skills in your course (10 marks)

QUESTION FOUR

- a) State any 5 resources available for learning at the university (5 marks)
- b) Outline 5 characteristics of a good Time Table (5 marks)
- c) Define any 5 academic discourses you can be part of as a student at the University (10 marks)

QUESTION FIVE

- a) State and explain the 7 types of note-taking (14 marks)
- b) Outline the 3 advantages and 3 disadvantages of note-taking (6 marks)