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(University of Choice)

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

MAIN EXAM

UNIVERSITY EXAMINATIONS

2021/2022 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER EXAMINATIONS

FOR THE DIPLOMA

IN

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

COURSE CODE: DSC 054

COURSE TITLE: COMMUNICATION SKILLS

DATE: 22/4/2022

TIME: 8.00-10.00AM

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) State any 3 benefits of referencing to a reader (3 marks)
- b) Define the following terms as used in referencing:
 - i) Plagiarism (2 marks)
 - ii) 'Author Date' system (2 marks)
 - iii) Bibliography (2 marks)
 - iv) Reference (2 marks)
 - v) Publisher (2 marks)
 - vi) Journal (2 marks)
- c) Describe any 5 publications that can be used in referencing (10 marks)
- d) Outline the 5 details that should be included in any book reference (5 marks)

QUESTION TWO

- a) In 5 steps, explain the filing procedure (10 marks)
- b) Give 5 relevant reasons why an organization should have a good filing system (5 marks)
- c) Outline any 5 barriers to effective communication that can be experienced in an office set-up (5 marks)

QUESTION THREE

- a) State and explain the 7 aspects of active listening when handling a witness (14 marks)
- b) Explain any three barriers to effective listening (6 marks)

QUESTION FOUR

- a) Discuss any 8 types of note-taking (16 marks)
- b) State any 2 advantages and 2 disadvantages of note-taking (6 marks)

QUESTION FIVE

- a) With the aid of a well labelled diagram, explain the communication process (15 marks)
- b) State 5 ways in which non-verbal communication can be used in a court room (5 marks)