



*(University of Choice)*

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

**UNIVERSITY EXAMINATIONS**

**2021/2022 ACADEMIC YEAR**

**MAIN EXAM  
FOR THE CERTIFICATE IN MORTUARY SCIENCE AND  
PRACTICE**

**COURSE CODE:** COM 0121

**COURSE TITLE:** COMMUNICATION SKILLS

**DATE:** 3/10/2022

**TIME:** 9:00 AM

---

**INSTRUCTIONS TO CANDIDATES**

Answer **ALL** questions in section A and **ANY TWO** selected from section B

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 2 Printed Pages. Please Turn Over



**SECTION A (20 MARKS) ANSWER ALL QUESTIONS**

1.The \_\_\_\_\_ in the usage of words may be a serious barrier to effective communication:

- A) Disturbance
- B) Discrimination
- C) Disorder
- D) Distortion

2. Most of us use \_\_\_\_\_ and \_\_\_\_\_ in addition to words, when we speak.

- A) words and gesture
- B) gestures and body language
- C) body language and posture
- D) posture and eye gazing

3. \_\_\_\_\_ reffers to pitch, loudness, duration and intonation and tempo.

- A) touches
- B) haptics
- C) gestures
- D) prosody

4. Dialogic listening is also known as \_\_\_\_\_

- A) Therapeutic
- B) appreciative
- C) rational
- D) evaluative

5. Communication that takes place between the members of an organization within themselves is \_\_\_\_\_

- A) External
- B) Formal
- C) Informal
- D) Internal

6. Informal meetings mark the \_\_\_\_\_ of a problem.

- A) Immediately
- B) Immediacy
- C) Importance
- D) Improvement

7. Oral communication ensures \_\_\_\_\_ and \_\_\_\_\_

- A) Fluency, speed
- B) Adequate attention, immediate response
- C) Speedy interaction, immediate response
- D) Speed, attention

8. As a means of communication, e-mails have a feature of the immediacy of both \_\_\_\_\_ and \_\_\_\_\_

- A) Reading, receiving
- B) Writing, sending
- C) Calling, receiving
- D) Receiving, sending

9. The primary goal of communication is to \_\_\_\_\_

- A) To create barriers
- B) To create noise
- C) To effect a change
- D) None of these

10. \_\_\_\_\_ is an exchange of facts, ideas, opinion or emotions by two or more persons

- A) Communication
- B) combinations
- C) Conversation
- D) Connection

11. \_\_\_\_\_ is an announcement sheet that is sent to specific group of people

- A) Notice
- B) Memo
- C) Circular
- D) Letter

12. \_\_\_\_\_ is done when you need to continue learning and studying that you develop your own thinking and skills.

- A) Professional reading
- B) Action
- C) extensive
- D) Intensive

13. In letter writing \_\_\_\_\_ indicates to the reader of the letter what the \_\_\_\_\_ is about.

- A) Salutation, letter
- B) Subject, notice
- C) Body, memo
- D) Subject, letter

14. \_\_\_\_\_ is mainly used to introduce words that explain, amplify or interpret what proceeds it.

- A) Colon
- B) Semicolon
- C) The hyphen
- D) Full stop

15. \_\_\_\_\_ is the person that coordinates the group discussion

- A) Manager
- B) Time keeper
- C) Moderator
- D) Leader

16. The forum where people sit together and discuss a topic with the common objective of finding a solution for a problem is called \_\_\_\_\_

- A) Interview
- B) Drama
- C) Play
- D) Group discussion

17. \_\_\_\_\_ and \_\_\_\_\_ as visual aids should contain the minimum information necessary

- A) Flip charts, slides
- B) PowerPoint, overhead projects
- C) video, film
- D) overhead projects, slides

18. Communication through \_\_\_\_\_ and \_\_\_\_\_ is called verbal communication

- A) Written material and gesture
- B) Gestures and spoken words
- C) Spoken words and written material
- D) Body language and gestures

19. \_\_\_\_\_ and \_\_\_\_\_ are acts as barriers to communication

- A) Semantic distortions, lack of planning
- B) Sender, receiver
- C) channel, message
- D) feedback, sender

20. Unclear assumption a communication can lead to \_\_\_\_\_ and \_\_\_\_\_

- A) Premature evaluation, poor listening
- B) lack of planning, physical barrier
- C) information overload, selective perception
- D) confusion, misunderstanding

**SECTION B SAQ (60 MARKS): ANSWER ALL QUESTIONS**

- 1.State six essentials' skills of communication. (12mks)
- 2.State four barriers to communication. (8mks)
- 3.Illustrate communication process. (10mks)
- 4.State elements of communication(10mks)
- 5.State 10 good communication skill(10mks)
- 6.State five importance of communication(10mks)

**SECTION C LAQ (20 MARKS): ANSWER ANY TWO SELECTED QUESTIONS**

1. Explain five importance of communication(10mks)
2. Explain any five good communication skill(10mks)
3. Explain five barriers to communication. (10mks)