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(UNIVERSITY OF CHOICE)

**MASINDE MULIRO UNIVERSITY OF SCIENCE AND
TECHNOLOGY**

(MMUST)

UNIVERSITY EXAMINATIONS

2022/2023 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER EXAMINATIONS

FOR

DIPLOMA IN SOCIAL WORK / CRIMINOLOGY

COURSE CODE: DSC 054

COURSE TITLE: COMMUNICATION SKILLS

DATE: 27/4/2023

TIME: 2:00-4:00PM

INSTRUCTIONS TO CANDIDATES

Answer question **ONE** (30 marks) and any other **TWO** questions (20 marks each)

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

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



QUESTION ONE

a) Below is a book reference. Mention 5 details that it has (5 marks).

Knapper, C.K. and Cropley, A. 1991: Lifelong Learning and Higher Education. London: Croom Helm.

b) State and explain any other 7 publications that can be used for referencing (14 marks)

c) Write short notes on the different referencing formats (11 marks)

QUESTION TWO

a) Explain the filing procedure (10 marks)

b) Explain ways in which visual communication is utilized in offices (10 marks)

QUESTION THREE

a) Give 5 reasons why it is important to communicate the details of an investigation to the appropriate persons involved. (10 marks)

b) Give 5 reasons why proper documentation is important when doing investigations (10 marks)

QUESTION FOUR

a) Explain any 7 aspects of active listening to a witness (14 marks)

b) What are some of the barriers to effective listening that one can encounter with a witness (6 marks)

QUESTION FIVE

a) Mention any 10 qualities of a good speaker (10 marks)

b) Discuss 5 ways in which a speaker can prepare for his/her speech (10 marks)