



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF  
SCIENCE AND TECHNOLOGY**

**(MMUST)**

**MAIN CAMPUS**

**UNIVERSITY EXAMINATIONS**

**2018/2019 ACADEMIC YEAR**

**FIRST YEAR FIRST SEMESTER EXAMINATIONS**

**FOR THE DIPLOMA**

**IN**

**CIVIL ENGINEERING**

**COURSE CODE: DCE 055**

**COURSE TITLE: COMMUNICATION SKILLS**

**DATE: TUESDAY 29<sup>TH</sup> JANUARY 2019 TIME: 3.00PM – 5.00PM**

**INSTRUCTIONS:**

1. This paper consists of **FOUR** sections. Attempt **ALL** questions in all the sections.
2. Marks for each question are indicated in the parenthesis.
3. Examination duration is **2 Hours**

MMUST observes **ZERO** tolerance to examination cheating

*This Paper Consists of 3 Printed Pages. Please Turn Over.*

**SECTION A: STUDY SKILLS [25mks]**

1. a) Grace has a problem following lectures. Suggest to her guidelines that she may employ for effective listening (8 Marks)
- b) There are several nonverbal communication cues can be used in speech delivery. Describe any FOUR and their importance (5 Marks)
- c) Distinguish between the following pairs of words: (4 Marks)
  - i. Interpersonal communication and intrapersonal communication
  - ii. Emphatic and Precision listening
  - iii. Note taking and note making
  - iv. Active and Passive listening
- d) Use a diagrammatic representation to describe the elements of communication (8 Marks)

**SECTION B: WRITING SKILLS [25 MARKS]**

2. a) What are some characteristics that make academic writing unique? (4 Marks)
- b) Explain the characteristics of an effective paragraph (6 Marks)
- c) You are in need of financial aid to pay your fees, write a letter to the CDF coordinator in your county requesting for the funds (10 Marks)
- d) Describe FIVE types of writing a student can undertake at the university (5 Marks)

**SECTION C: RESEARCH SKILLS [25 MARKS]**

3. a) State the main reasons of citing references in academic writing (5 Marks)
- b) With examples explain the following terms as used in research work (8 Marks)
  - i. Loc.cit
  - ii. Ibid
  - iii. Op.cit
  - iv. Et al
- c) Write short notes on qualities of a good report (12 Marks)

**SECTION D: LIBRARY SKILLS [25 MARKS]**

4. a) Examine the role of the university libraries to individual students (4 Marks)

- b) Discuss FOUR types of libraries (8 Marks)
- c) Differentiate the following sections in the library (6 Marks)
- i. Acquisition section and short loan section
  - ii. Reference section and Children's section
  - iii. Lending section and periodicals section
- d) Taracha is a second year Civil Engineering student, he is writing a term paper but he is not sure about the books to use for reference. Advise him on the points to consider to find a relevant book. (7 Marks)