



**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY**

(MMUST)

MAIN CAMPUS

UNIVERSITY EXAMINATIONS

2020/2021 ACADEMIC YEAR

FIRST YEAR FIRST TRIMESTER EXAMINATIONS

FOR THE DEGREE

OF BACHELOR OF SCIENCE IN PROFESSIONS EDUCATION

COURSE CODE: COS 102

COURSE TITLE: COMMUNICATION SKILLS(SPECIAL EXAM)

DATE: Monday 23rd August 2021

TIME: 8:00-11:00Am

INSTRUCTIONS TO CANDIDATES

- a. All questions are compulsory
- b. Read additional instructions under each subsection
- c. Enter all answers in the answer booklet provided
- d. Write the university registration number on each piece of paper used

TIME: 3 Hours

MMUST observes ZERO tolerance to examination cheating

1. The techniques of persuasion include the following;
 - a) Commanding
 - b) Arguing
 - c) Challenging
 - d) Reasoning
2. Deductive reasoning in communication is;
 - a) Citizens have no right to vote
 - b) Making a general statement is not true
 - c) Start with general statement then proceed to particular facts
 - d) a and b are correct
3. Preparing a persuasive speech based on logical appeals means;
 - a) Select a topic broad enough to be covered within allotted time
 - b) Research arguments supporting and opposing evidence is not necessary
 - c) Decide on your position and write it as a thesis statement
 - d) Revision of your speech in accordance with the persons' response may never be applicable
4. Social needs of a team;
 - a) You need to know your audience as one of the most important need
 - b) Use complicated language while addressing your audience
 - c) Use honest and unfair techniques when communicating with your audience
 - d) Judge your audience according to their appeals, and emotions
5. In communication skills there is need to use identifications in order to;
 - a) Make the people not to believe that you are a person like them
 - b) Give a speech which should encourage listeners and in turn trust the speaker
 - c) Evoke good will of the speaker

- b) May not gather information about the company and its operations
- c) Dressing code has no relationship with the day of the interview
- d) One cannot prepare predict questions asked during the interview

11. A problem is a situation which interferes with efforts to attain a goal. The methodological approach involved before and during problem solving include;

- a) Is not necessary to complete the problem properly and on time
- b) Review of the objective set is an event of the past
- c) Monitor the quality and quantity of your system
- d) The goals are not known to members

12. During problem solving, the following is necessary

- a) Formulation of the problem is not applicable
- b) Construct course of action
- c) Appropriate decision may not be achieved
- d) a and c are correct

13. communication is a complicated process. It components include;

- a) The source/ sender
- b) Receiver
- c) The channel
- d) All of the above are correct

14. A barrier in communication process is any interference in the encoding and decoding to reduce the clarity of the message. This could be due to;

- a) Appropriate register
- b) Attractive sights
- c) Cultural factors
- d) Dictation

15. Barriers to effective listening could be attributed to

d) People should establish their own credibility about the speaker

6) Listening is a very important aid to communication. It is not the same as hearing. Its importance leads to;

a) Helps to keeps things in perspective

b) Good listening will not help you do well in school

c) Good listening helps to make poor policies

d) Listening is important for the open-door policy.

7. The nature of non- verbal communication can be divided into;

a) Body language

b) Posture

c) Gestures

d) Facial expression

8) Discussion is a type of communication whose application depends on a number of factors;

a) Panel discussion involves 12 to 16 members

b) Public lecture discussion

c) Instant discussion

d) Lecture discussion

9) Interview means two or more people meeting for the purpose of getting to view and knowing each other . Interview techniques include;

a) Non Random appearance

b) Flip tasting

c) Non stress interview

d) Screening

10. When preparing for an interview;

a) Make sure you know everything about yourself including academic qualifications, hobbies and ambitions

- a) Familiarity with subject under discussions
- b) Good sitting position and general comfort
- c) Good view of the speaker without obstruction
- d) Day dreaming and absent mindedness

16. Reading is a process where one looks at and understands what has been written. It has the following characteristics;

- a) It is both a physical and mental activity are rarely involved
- b) It requires no attention and thought
- c) It involves the participation of the reader emotionally and intellectually
- d) No interpretation of the written symbols is required

17. Reading is a versatile activity because it can take place almost everywhere in a classroom, library house and vehicle. Its purpose is;

- a) Reading for leisure and entertainment
- b) Knowledge is not increased in the due course
- c) Instructions and directions are rarely achieved
- d) Less references are made while reading

18. Discussion is a cooperative critical exchange of opinions information and ideas. The purpose of group discussion is;

- a) Individuals miss a chance of becoming leaders
- b) Existing problems are not published
- c) The most important purpose is to solve complex problems
- d) Individual information may not be fully established from individuals

19. If you are the one chairing a meeting;

- a) Clearly define the purpose of the meeting
- b) Do not begin the discussion with positive remarks
- c) Contributions are not drawn from all members

d) The meeting is extended without considering time factor

20. Speech are spoken words and they are very powerful to an extend of stirring rebellion. The characteristics of a good speech include;

a) It is clear

b) It is like an informal talk

c) It is vivid and concrete

d) All the above choices are correct

SECTION B

ANSWER ALL QUESTIONS 40 MARKS

1. Communication involve sharing and interaction between people in order to exchange meaning. State components of communication. 8 marks
2. List elements considered when making a study timetable 5 marks
3. State features of a good study timetable 5 marks
4. For effective problem solving, there is need for methodological approach before and during the problem solving. Outline the approach before solving a problem. 6 marks
5. List characteristics of a good speech 6 marks
6. Outline barriers to effective listening 6marks
7. List characteristics involved in the process of reading 4 marks

SECTION C

ANSWER ALL QUESTIONS 40 MARKS

1. Communication will be effective if it flows speedily and smoothly in an interrupted flow. Discuss barriers to effective communication. 12 marks
2. Studying is the process that one uses to recall, understand apply analyze and synthesize information. It requires certain skills so that it is done effectively. Discuss these skills. 12 marks