



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

MAIN CAMPUS

UNIVERSITY EXAMINATIONS

2021/2022 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER EXAMINATIONS

FOR THE CERTIFICATE

IN

DISASTER MANAGEMENT

COURSE CODE: CDM 010/ CES 004

COURSE TITLE: COMMUNICATION SKILLS AND REPORT

WRITING

DATE: 21/01/2022

TIME: 9-11AM

INSTRUCTIONS TO CANDIDATES

Answer Question 1(ONE) and any other TWO Questions

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

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

Question ONE

(a) Define the meaning of communication and discuss its significance in disaster management.

(20 marks)

(b) Discuss the various forms of communication.

(10 marks)

Question TWO

Explain what can hinder effective communication in case of a fire outbreak.

(20 marks)

Question THREE

Discuss the elements of communication and how they can help us understand and improve our communication in all phases of disaster management.

(20 marks)

Question FOUR

Discuss the role of media as a tool of communication and reporting in disaster Management. **(20 marks)**

Question FIVE

As a disaster management officer in the County Government of Mandera, write a brief incident report about terrorism. Provide recommendations necessary to prevent re-occurrence of such event.

(20 marks)