



*(University of Choice)*

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

**UNIVERSITY EXAMINATIONS EXAMS  
2018/2019 ACADEMIC YEAR**

**FIRST YEAR FIRST SEMESTER EXAMINATIONS  
FOR DIPLOMA**

**IN**

**CRIMINOLOGY AND CRIMINAL JUSTICE/SOCIAL WORK  
AND COMMUNITY DEVELOPMENT**

**COURSE CODE: DSC/DCR 054**

**COURSE TITLE: COMMUNICATION SKILLS**

**DATE: 23/5/2019**

**TIME: 9:00-11:00AM**

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**INSTRUCTIONS TO CANDIDATES**

Question ONE (1) is compulsory  
Answer ANY TWO (2) OTHER questions

MMUST observes ZERO tolerance to examination cheating ►

1. a. Communication is essential in Institutions and it can be used to develop or strengthen relationships. With regard to the above statement, discuss how communication is used in 5 institutions that you know. (20 marks)

b. Discuss 5 barriers to effective communication. (10 marks)

2. With examples, give the differences between: (20 marks)

i) Public and mass communication

ii) Interpersonal and intrapersonal communication

iii) Verbal and non-verbal communication

3. With a well labelled diagram, discuss Aristotle's model of communication. (20 marks)

4. a) Explain the importance of studying communication. (10 marks)

b) Explain 5 barriers to effective listening (10 marks)

5. Discuss 10 characteristics of a good speaker. (20 marks)