



(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

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)