



*(University of Choice)*

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

**MAIN CAMPUS**

**UNIVERSITY EXAMINATIONS**

**MAIN EXAMINATION**

**2023/2024 ACADEMIC YEAR**

**FIRST YEAR SECOND SEMESTER EXAMINATIONS**

**FOR THE DIPLOMA**

**IN**

**DISASTER MANAGEMENT**

**COURSE CODE: CDM 010**

**COURSE TITLE: COMMUNICATION SKILLS**

**DATE: 18/12/2023**

**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 1 (compulsory)

- a) What is communication? Illustrate the process of communication [15 marks]
- b) Discuss the key factors one should consider while choosing a communication medium [15 marks]

### Question 2

- a) Elaborate on how communication is of importance in your relevant field of study [10mks]
- b) Discuss 5 essential elements for an effective communication [10mks]

### Question 3

- a) Critically discuss 5 classical theories of communication [10mks]
- b) Communication occurs seamlessly until hindrance manifests. Discuss the barriers to effective communication [10mks]

### Question 4

- a) Saleemi (1997) outlines how a listener ought to do when subjected to a speaker. Discuss what active listening involves [10mks]
- b) Leadership is a skill in itself. Describe the leadership skills a leader should possess to effectively lead [10mks]

### Question 5

- a) Communication acts as a link between an individual with another or a wider mass. Illustrate the techniques you will employ in order to improve on how you communicate [10mks]
- b) You are among the emergency responders to Turkana County, a county that has constantly been subjected to adverse drought. Briefly illustrate how your report will look like [10mks]