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(University of Choice)

**MASINDE MULIRO UNIVERSITY OF**

**SCIENCE AND TECHNOLOGY**

**(MMUST)**

**MAIN CAMPUS**

**UNIVERSITY EXAMINATIONS**

**MAIN EXAM**

**2023/2024 ACADEMIC YEAR**

**FIRST YEAR FIRST SEMESTER EXAMINATION**

**FOR THE DIPLOMA IN COMMUNITY HEALTH AND DEVELOPMENT**

**COURSE CODE:-CHD 113**

**COURSE TITLE: COMMUNICATION SKILLS-**

**DATE:13TH /12/2023**

**TIME: 9.00-11.00AM**

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**INSTRUCTIONS TO CANDIDATES:**

**Answer SECTION A (COMPULSORY) and any other TWO QUESTIONS SECTION B**  
**TIME: 2 Hours**

**MMUST observes ZERO tolerance to examination cheating**

Paper Consists of 2 Printed Pages. Please Turn Over



**SECTION A (30 MARKS): COMPULSORY**

- 1a) Using a relevant definition, identify any seven components of the communication process? (10marks)
- b). Name five factors considered when choosing a communication channel. (5marks)
- c). Describe the difference between interpersonal communication and intrapersonal communication. (4marks)
- d). Explain three purposes of communication. (3marks)
- e). State three disadvantages of oral communication channel. (3marks)
- f). State any five features of communication etiquette. (5marks)

**SECTION B (30MARKS)**

- 2.Lurambi Sub-County Hospital has advertised vacancies for community health practitioners through the Daily Nation of Tuesday, 18 October, 2023. Assuming you are interested, apply for the position addressed to the Public Health Officer, Lurambi Sub-County Hospital. (15marks)
- 3.You have been invited to attend an interview after a successful job application.
- a) Explain five things you would do before appearing for the interview. (5marks)
- b) During the interview you asked to explain five reasons why an organization can carry out interviews. What would be your response? (10marks)
4. Describe five barriers to effective communication and suggest possible remedies to the barriers. (15mks)