



MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

P.O. Box 972-60200 - Meru-Kenya.

Tel: +254 (0) 799 529 958, +254 (0) 799 529 959, +254 (0) 712 524 293

Website: www.must.ac.ke Email: info@must.ac.ke

University Examinations 2018/2019

FIRST YEAR, FIRST SEMESTER EXAMINATION FOR DEGREE OF BACHELOR OF SCIENCE IN NURSING, BACHELOR OF SCIENCE IN CLINICAL MEDICINE AND COMMUNITY HEALTH, BACHELOR OF SCIENCE IN FOOD SCIENCE AND TECHNOLOGY, BACHELOR OF SCIENCE IN HEALTH SYSTEMS MANAGEMENT, BACHELOR OF SCIENCE IN HEALTH RECORDS INFORMATION SYSTEMS, BACHELOR OF SCIENCE IN PUBLIC HEALTH, BACHELOR OF TECHNOLOGY IN CIVIL ENGINEERING, BACHELOR OF TECHNOLOGY IN ELECTRICAL ENGINEERING, BACHELOR OF TECHNOLOGY IN MECHANICAL ENGINEERING, BACHELOR OF COMMERCE, BACHELOR OF BUSINESS ADMINISTRATION, BACHELOR OF PURCHASING AND SUPPLIES MANAGEMENT, BACHELOR OF SCIENCE IN ECONOMICS, BACHELOR OF SCIENCE IN AGRICULTURAL EDUCATION AND EXTENSION, BACHELOR OF SCIENCE IN ANIMAL HEALTH AND PRODUCTION, BACHELOR OF SCIENCE IN HORTICULTURE, BACHELOR OF INFORMATION TECHNOLOGY, BACHELOR OF SCIENCE IN FOOD SCIENCE AND MANAGEMENT, BACHELOR OF HUMAN NUTRITION AND DIETETICS AND BACHELOR OF SCIENCE IN AGRICULTURE

UCU 3102: COMMUNICATION SKILLS

DATE: SEPTEMBER 2019

TIME: 2 HOURS

INSTRUCTIONS: Answer question *one* and any other *two* questions.

QUESTION ONE (30 MARKS)

- Jane was asked to give a lecture to first year students on characteristics of a good discussion group. Discuss her presentation to the students. (10 Marks)
- There are different types of communication situations. In light of this statement describe vertical and grape vine communication giving examples in each case. (10 Marks)
- Explain five factors to consider when choosing a communication media. (10 Marks)

QUESTION TWO (20 MARKS)

- a) Libraries play a critical function in a student's academic life. Describe five main functions of academic library to a University student. (10 Marks)
- b) State and explain five roles of visuals in communication. (10 Marks)

QUESTION THREE (20 MARKS)

- a) Job, your classmate has very poor listening skills. Explain to him some of the tips to effective listening. (10 Marks)
- b) Nonverbal communication plays an important role in our communication process. Discuss some functions of nonverbal communication. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Mary always performs poorly in her examination yet she is a bright student. Discuss how you would help Mary to prepare for her examination in order to perform well. (10 Marks)
- b) Discuss five possible causes of communication breakdown in an organization. (10 Marks)

QUESTION FIVE (20 MARKS)

The following represent the first five items of a bibliography (reference) from a student's research paper.

- (i) Whitney, E. & Rofles, S. understand nutrition. 2012, Australia, Wadsworth engage learning.
- (ii) 2007 looking at long long-term residential care in a rest home or hospital. Inwellington, OOP Newzealand, Ministry of Health
- (iii) Wepa, D. 2005 (ed) cultural safety in Gambia London Macmcilliam puraishers.
- (iv) Logo design love. A guide to creating icomic brand, Berkelly C4 2010 Newrider
- (v) Jamc Wainana and Paul Kamau, Nairobi University Press, Sports in Kenyan Universities, 2018
 - a) If the student was using the APA referencing style, identify five errors from the test. (5 Marks)
 - b) Correctly write each of the references using the APA style. (15 Marks)