



MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

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University Examinations 2023/2024

FIRST YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF EDUCATION ARTS, BACHELOR OF TECHNOLOGY IN MECHANICAL ENGINEERING, BACHELOR OF EDUCATION TECHNOLOGY IN CIVIL ENGINEERING, BACHELOR OF EDUCATION TECHNOLOGY IN MECHANICAL ENGINEERING, BACHELOR OF EDUCATION TECHNOLOGY IN ELECTRONICS AND ELECTRICAL ENGINEERING, BACHELOR OF SCIENCE IN INFORMATION SCIENCE, BACHELOR OF TECHNOLOGY IN CIVIL ENGINEERING, BACHELOR OF SCIENCE IN BIOCHEMISTRY, BACHELOR OF TECHNOLOGY IN ELECTRONICS AND ELECTRICAL ENGINEERING, BACHELOR OF SCIENCE IN STATISTICS, BACHELOR OF SCIENCE IN ACTUARIAL SCIENCE, BACHELOR OF SCIENCE IN MATHEMATICS, BACHELOR OF SCIENCE IN MATHEMATICS/PHYSICS, BACHELOR OF SCIENCE IN BIOLOGICAL, BACHELOR OF SCIENCE IN DATA SCIENCE, BACHELOR OF SCIENCE IN COMPUTER SCIENCE, BACHELOR OF SCIENCE IN ENVIRONMENTAL SCIENCE AND NATURAL RESOURCE MANAGEMENT, BACHELOR OF BUSINESS INFORMATION TECHNOLOGY, BACHELOR OF COMPUTER SECURITY AND FORENSICS, BACHELOR OF MATHEMATICS AND COMPUTER, BACHELOR OF INFORMATION TECHNOLOGY AND BACHELOR OF COMPUTER TECHNOLOGY

AND

FIRST YEAR, FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN MEDICAL LAB,

AND

FIRST YEAR FIRST TRIMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF TECHNOLOGY IN CIVIL ENGINEERING

UCU 3102: COMMUNICATION SKILLS

DATE: APRIL 2024

TIME: 2 HOURS

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

QUESTION ONE (30 MARKS)

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Foundation of Innovations

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- a) In a communication skills lecture, a lecturer gave the following message to one student to pass it around verbally to the other students: "If I knew the day I were to be born I would have cancelled it." The 20th student was told to write the message he was given on a whiteboard for all students to see. The final message was , "If I knew the day I was born I would celebrate it."

Explain Three reasons that led to the final message.

(6Marks)

- b) Identify Four types of nonverbal communication that a speaker can use to emphasize his /her message. (4Marks)
- c) There are various types of listening which can be used for various purposes either independently or in combination. Explain Five types of listening that a student can apply when listening to a lecture (10Marks)
- d) Outline five factors one would consider when selecting a medium of communication (10 Marks)

QUESTION TWO (20 MARKS)

- a) Discussion groups are very useful when it comes to studying. Explain five advantages of forming a study group (10 Marks)
- b) Note taking is the practice of writing down pieces of information in a systematic way. Outline Five ways of effective note taking (5 Marks)
- c) State Four types of reading. (5 Marks)

QUESTION THREE (20 MARKS)

- a) State Four reasons why one should be courteous when writing an official document (4Marks)
- b) Explain any three elements of communication process (6Marks)
- c) Explain Five reasons why students should use university library for their studies. (10Marks)

QUESTION FOUR (20 MARKS)

- a) Many students experience fear and anxiety when exams are near. What advice would you give to these students to help them prepare for exams adequately. (10Marks)
- b) Explain Five Characteristics of a well written paragraph (10Marks)

QUESTION FIVE (20MARKS)

- a) Explain the role played by context in interpretation of meaning in different types of communication. (8Marks)
- b) In addition to using continuous prose, writers convey their ideas using diagrams. Explain Five advantages of this method as opposed to prose. (10 Marks)
- c) State two reasons why an organizations may ask candidates to apply for jobs online. (2 Marks)