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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FIRST YEAR, FIRST SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF SCIENCE
(BUSINESS ADMINISTRATION)

Date: 4th December, 2023
Time: 11.30am –1.30pm

KLC 001 – COMMUNICATION SKILLS

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

Read the passage below and answer the questions that follow.

How does drug use become a habit? In many cases the young experimenters take drugs until they are hooked. In homes where one or both parents smoke or use alcohol, young people interpret this as their parents 'permission' for them to do the same. Thus, they are easily vulnerable to appeals of their fellow teenagers when they urge them to join them in experimenting with cigarettes, liquor, and even *marijuana*. These three practices, that is, smoking, drinking liquor and smoking *marijuana*, are a tragic combination. More often than not, the teenagers may try more potent drugs such as cocaine. Not everyone, of course, who smokes cigarettes and drinks liquor, indulges in drug abuse as we usually define it, but practically every person on drugs first used cigarettes, liquor and marijuana.

Teenagers are often cautioned to be on guard against drug peddlers. However, it is the teenage sellers who usually supply the drugs that the students use. They encourage their friends to experiment with drugs, from which they profit financially. Once young people have used a drug enough times to experience its effects, they no longer have to be persuaded. What are these effects? The drug influences their thinking, their attitudes and their moods. It makes the circumstances of life seem different from reality. It makes the users feel comfortable, peaceful and secure, in spite of their problems, their anxieties or their lack of ability.

The teenagers or young adults struggling with unsolved problems are the most likely candidates for drug addiction. But drugs do not help them face reality with courage. On the contrary, they make them less willing to cope with life's difficulties and stresses, or even unable to do so. Why should they put forth the effort to solve their problems when, under the influence of drugs, these problems seem to vanish?

It is said that the typical heroine addicts are 17- years old males who are out of school, out of work and ashamed or embarrassed because of impoverished family backgrounds. This does not mean, however that teenager's from well-to-do families are immune to the danger. Young people from 'good families' have their problems too. There may be unresolved problems or even tensions between them and their parents. They may feel unable to live up to their parent's expectations. They may feel guilty over some previous misconduct, or feel betrayed by someone their own age.

Adapted from modern Medical Guide by Harold Shylock.

- a) According to Paragraph One, paraphrase how parents influence their children into taking drugs. (2 marks)
- b) List the three practices being regarded as tragic in Paragraph two. (3 marks)
- c) In about 50 words, summarize the effects of drugs on teenagers as outlined in the passage (5 marks)
- d) Assume that the above passage was a speech delivered by the Guidance and Counselling Patron during the International Day for Drugs and Substance Use in your campus. Give five aspects of listening you would employ to effectively listen to the speech during its presentation. (5 marks)
- e) Make notes on the issues that the young people from 'good families' battle with as illustrated in the last paragraph (5 marks)
- f) What three objectives of communication could the above passage be performing? Illustrate your answer. (6 marks)
- g) Explain two psychological aspects that can bar an individual from effectively understanding the message given in the above passage (4 marks)

QUESTION TWO (20 MARKS)

- a) Your university intends to hold a inter-class debate sessions and you have been picked as one of the proposers of the motion being discussed. Explain four aspects of preparation you would do before the debating contest to ensure a success. (8 marks)
- b) Public speaking is a skill that requires practice and patience. Describe six challenges you are likely to encounter during a class presentation where you are presenting an assignment orally on behalf of your group. (6 marks)
- c) Visual aids play a vital role during oral presentations. Outline six benefits of using visual aids when making a presentation. (6 marks)

QUESTION THREE (20 MARKS)

- a) Your best friend has recently received a scholarship to study abroad. During her farewell party, the Master of Ceremony calls upon you to give a speech in form of a vote of thanks. Explain four key areas of speech layout you will use during the delivery. (8 marks)
- b) State six barriers of communication you are likely to encounter during your daily interactions with your classmates. (6 marks)
- c) Your friend attended an interview but was not successful. Give six possible reasons that could have contributed to her failure . (6 marks)

QUESTION FOUR (20 MARKS)

Read the conversation below between Judy and a Peer Counsellor and the answer the questions that follow.

Peer Counsellor: (Mentioning her to a chair) Hello Judy. How are you getting on? Please have a seat and do not be anxious.

Judy: Don't tell me it's all over the school now. I will deal with

Peer Counsellor: (Interrupting) please relax. Well, you swore me into secrecy and I have kept my part of the bargain. No cause of alarm.

Judy: So then, why do you want to see me? You mean it can show?

Peer Counsellor: Calm down, you are just in early stages and please keep up appearances. The school closes next month.

Judy: (Looking disturbed) one month and the whole world will know. I need to procure.....

Peer Counsellor: Don't even go there....will you be able to live with the guilt? Remember things can also go wrong and you die.

Judy: (Visibly agitated) Then, tell me what to do.

Peer Counsellor: Please calm down. All is not lost. You just tripped; you never fell. These days Judy, girls are accepted back to school after giving birth so you need not worry. All will be fine. In the meantime, just relax for the sake of your baby.

Judy: (Sighs) thank you for being there for me. Remember not to inform anybody.

Peer Counsellor: You can trust me Judy, Good day.

Judy: Good day

- a) How does the peer counsellor establish good rapport with Judy? Explain four ways she uses. (8 marks)
- b) State and illustrate four good conversational skills the peer counsellor portrays in the above conversation. (8 marks)
- c) Judy appears disturbed from the way she talks. Identify and explain two instances that show this from the conversation. (4 marks)

QUESTION FIVE (20 MARKS)

- a) As a peer speaker, you have been given an opportunity to speak to first year students for the just concluded September intake. Explain four indicators of attentive listening that would point out that the students are attentively listening to you during the talk. (8 marks)
- b) Using an appropriate example, explain four forms of personal etiquette that you are likely to observe to ensure harmonious relationship at the work place. (8 marks)
- c) State and explain two examples of channels of communication that can be used in communication process. (4 marks)