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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATIONS, 2022/2023 ACADEMIC YEAR
FIRST YEAR, FIRST SEMESTER END OF SEMESTER EXAMINATIONS
FOR THE DEGREE OF BACHELOR OF EDUCATION (ARTS)
KLC 2101-COMMUNICATION SKILLS

Date: 5th December, 2022
Time: 11.30am-1.30pm

INSTRUCTION TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

a) **Read the passage below then answer the questions that follow after it. (6 marks)**

Sports is one of the co-curricular activities practiced at the university. Some students have various reasons why they do not participate in sports. Caroline for example was hurt one time on a day the university was having its ball games. From this incidence, she decided to dissociate herself from field events. Mohammed on his part cannot do anything after an intensive sports activity that leaves him with respiratory problems. As a result of this, he automatically goes into heavy sleeping. For Florence, her participation in sports depends on the weather. Outdoor activities have negative effects to her skin. She usually suffers from burns from the wind, cold and the sun. These burns take long to heal. Other learners don't just like competition with their comrades.

- i. Which incidence discouraged Caroline from participating in sports? (1 mark)
 - ii. What makes Mohammed to sleep heavily? (1 mark)
 - iii. Florence's skin is sensitive to two things. Which ones? (2 marks)
 - iv. And you? Do you participate in sports? If 'yes' which sport? If 'No' explain why. (2 marks)
- b) The week of CAT 2 has just come to an end. During this time, you were expected to sit for CATs in all the units you have registered for without fail. Write a report including the recommendations for implementation during CATs in the University. (6 marks)
- c) Your parent/guardian has supported you in various ways in your life. Write a letter of appreciation to your parent/guardian thanking them for the work they have done to support you (6 marks)
- d) Write an application letter asking for a job in Kiriri Women University of Science and Technology (6 marks)
- e) Interviews are important before one enters the job market. Explain **three** things you need to do when preparing for an interview. (6 marks)

QUESTIONS TWO (20 MARKS)

- a) Communication is a continuous process. Using a diagram, explain this process (4 marks)
- b) Explain **FOUR** different types of reading (8 marks)

- c) Explain the following techniques of reading
- i) SQ3R (2 marks)
 - ii) S – RUN – R (2 marks)
- d). Give **FOUR** public relation skills that can improve interaction with customers (4 marks).

QUESTION THREE (20 MARKS)

- a) Give **SIX** reasons why it is important to do a citation (6 marks).
- b) Differentiate between personal author and corporate author (2 marks).
- c) Meetings are formal or informal gatherings in an organization. What is the purpose of meetings (4 marks).
- d) Explain **FOUR** ways in which you can prepare for an interview. (4 marks)
- e) Highlight **FOUR** things that have hindered you from understanding what you are taught during your first semester and explain how you are planning to overcome them in future (4 marks).

QUESTION FOUR (20 MARKS)

- a) Explain the importance of body language in communication (6 marks).
- b) One's audience and context determines the kind of speech he/she communicates. Using specific examples, explain this statement (6 marks).
- c) You have come across the following job vacancy on the website of Fanikiwa Secondary school.

FANIKIWA SECONDARY SCHOOL

Vacancy: Teacher of Life Skills

Qualifications: Bachelor of Education and must have a TSC number.

Experience: 3 years of teaching in secondary school

Age: 25 - 35 years.

Training: Training in CBC is mandatory

- Prepare a Curriculum Vitae (CV) for this position (4 marks).
- d) Describe **FOUR** non-verbal techniques that you can use to enhance an Oral Presentation (4 marks).

QUESTION FIVE (20 MARKS)

- a) Listening is an important skill in communication. Explain why note-taking is important when listening (6 marks).
- b) Examinations are a vital part in the learning process. Evaluate **four** things that will enable you to pass your examinations at the university (4 marks).
- c) Discuss **THREE** types of minutes (6 marks).
- d) Write an essay in which you narrate the events that took place at the university during the Graduation Ceremony. (4 marks)