



## **UNIVERSITY EXAMINATIONS**

### **FIRST YEAR EXAMINATION FOR THE AWARD OF CERTIFICATE IN INFORMATION TECHNOLOGY**

**FIRST SEMESTER, 2023/2024**

**(AUGUST-DECEMBER, 2023)**

**CIT 0103: COMMUNICATION SKILLS**

**STREAM: Y1 S1**

**TIME: 2 HOURS**

**DAY: MONDAY 3.00 – 5.00 PM**

**DATE: 27/11/23**

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### **INSTRUCTIONS**

- 1. Do not write anything on this question paper.**
- 2. Answer Question ONE [Compulsory] and any other TWO Questions**

### **QUESTION ONE**

- a. Define the following terms. (10 marks)
- i. Communication
  - ii. Communication medium
  - iii. Oral communication
  - iv. Written communication
  - v. Feedback
- b. Outline FIVE factors to consider when choosing a communication medium. (10 marks)
- c. Explain how the following factors cause barriers in communication.(10mks)
- Noise
  - Distortion
  - Poorly defined aim of information
  - Use of wrong medium
  - Communicating at wrong time

## **QUESTION TWO**

- a. State one advantage of each of the following forms of communication: (12 marks)
- i. interviews
  - ii. Telephone calls
  - iii. Short memos
  - iv. Notices
  - v. Full staff meeting
- b. Explain the following terms: (8 marks)
- i. Scanning
  - ii. Skimming
  - iii. Critical reading

## **QUESTION THREE**

- a. Explain the basic principles which will make your writing an easy task. (12 marks)
- b. Explain four ways in which you will make your presentation a success. (8 marks)

## **QUESTION FOUR**

- a. Explain various stages of communication cycle. (10 marks)
- b).List and elaborate five factors of reducing barriers in any forms of communication. (10 marks)

## **QUESTION FIVE**

- a. State four advantages of written communication. (4 marks)
- b. Identify four main types of Libraries. (8 marks)
- c. Identify four techniques of listening and explain how each is important. (8 marks)