



KISII UNIVERSITY
UNIVERSITY EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE AWARD OF THE
CERTIFICATE IN SOCIAL WORK
FIRST SEMESTER 2021/2022
[JUNE-SEPTEMBER, 2022]

COMS 0101: COMMUNICATION SKILLS

STREAM: Y1 S1

TIME: 2 HOURS

DAY: FRI DAY, 12:00 – 2:00 PM

DATE: 16/09/2022

INSTRUCTIONS

- 1. Do not write anything on this question paper.***
- 2. Answer question ONE (Compulsory) and any other THREE questions.***

SECTION A: 30 MARKS COMPULSORY

- a). Define the following terms as used in Communication Skills. (10marks)
 - Communication
 - Learning
 - Listening
 - Reading
 - Speaking
- (b). Differentiate intrapersonal communication from the interpersonal one. (4marks)
- (c) State any two elements and two characteristics of communication.(4marks)
- (d) Stella is an athlete who practises on the tracks every morning even when she does not expect a competition soon.
 - i). Identify the condition of learning that necessitates her to do this? (1mark)
 - ii). How is it achieved in the explanation above. (2marks)
- e). Enumerate any two strengths of a diver in learning? (2marks)
- f). Which are some of the qualities of an emphatic listener. (2marks)

g). Reading requires given qualities that ensure efficiency in the skill. Provide any five such qualities. (5marks)

SECTION B

2. a). Critically analyze the five part reading system. (10marks)

b). A speaker may be afraid of the audience. Which are some of the apprehension characteristics he or she may exhibit). (10marks).

3 a). What is non-verbal behavior? (2marks)

b). List any three functions of non-verbal behavior. (3marks)

c). Discuss the relationship between verbal and non-verbal communication. (8marks)

d). i). What are visual aids? (2marks)

ii). Explain how any five visual aids may be used to enhance speech delivery. (5marks)

4. a). List any four ways in which non-linear information is presented (4marks)

b). State and explain the various purpose of exams. (10marks)

c). Describe three basic sources of information in a library. (6marks)