



GARISSA UNIVERSITY

UNIVERSITY EXAMINATION **2017/2018** ACADEMIC YEAR **ONE**
THIRD TRIMESTER EXAMINATION

SCHOOL OF BIOLOGICAL AND PHYSICAL SCIENCE
FOR THE DIPLOMA IN INFORMATION TECHNOLOGY

COURSE CODE: DIT 006

COURSE TITLE: BUSINESS COMMUNICATION SKILLS

EXAMINATION DURATION: 3 HOURS

DATE: 10/08/18

TIME: 9.00-12.00 PM

INSTRUCTION TO CANDIDATES

- The examination has **SIX (6)** questions
- Question **ONE (1)** is **COMPULSORY**
- Choose any other **THREE (3)** questions from the remaining **FIVE (5)** questions
- Use sketch diagrams to illustrate your answer whenever necessary
- Do not carry mobile phones or any other written materials in examination room
- Do not write on this paper

This paper consists of **TWO (2)** printed pages

please turn over



QUESTION ONE (COMPULSORY)

a). Define the following term

- i. Business communication skills [3 marks]
 - ii. Critical thinking [3 marks]
 - iii. Visual communication [3 marks]
 - iv. Library classification [3 marks]
- b) i. Highlight the common mistakes which are made by an individual while listening [5 marks]
- ii. Explain the importance of communication in an organization [8 marks]

QUESTION TWO

- a. Explain your term calendar activities in time management [10 marks]
- b. Explain benefits of effective listening skills [5 marks]

QUESTION THREE

- a. Discuss the four main types of reading techniques are the following [10 marks]
- b. Explain state the functions of critical thinking [5 marks]

QUESTION FOUR

- a. Explain the impact of communicating with government as firm [10 marks]
- b. Explain barriers of effective communication [5 marks]

QUESTION FIVE

- a. Explain the benefits of effective communication [10 marks]
- b. Highlight public library functions [5 marks]

QUESTION SIX

- a. Explain note taking strategies that you know [10 marks]
- b. State the Law of Indices [5 marks]

