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**GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2020/2021 ACADEMIC YEAR ONE**

**SECOND SEMESTER EXAMINATION**

**SCHOOL OF ARTS AND SOCIAL SCIENCES**

**FOR THE DEGREE OF BACHELOR OF ARTS COMMUNITY DEVELOPMENT**

**COURSE CODE: GCC 111 (WEEKEND)**

**COURSE TITLE: COMMUNICATION SKILLS**

**EXAMINATION DURATION: 2 HOURS**

**DATE: 17/08/2021 TIME: 09.00-11.00 AM**

**INSTRUCTION TO CANDIDATES**

* **The examination has FIVE (5) questions**
* **Question ONE (1) is COMPULSORY**
* **Choose any other TWO (2) questions from the remaining FOUR (4) 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)**

1. Communication is the art of being understood. Explain how this happens using the communication cycle. (15 marks)
2. Briefly discuss any five factors that inhibit effective communication. (10 marks)
3. Explain two reasons why effective writers must always document the sources of information. (5 marks)

**QUESTION TWO**

1. Define the term listening. (4 marks)
2. Give two distinctions between listening and hearing. (4 marks)
3. Describe any three functions of listening. (6 marks)
4. What are some of the barriers to effective listening? (6 marks)

**QUESTION THREE**

1. Discuss three main features of academic writing. (6 marks)
2. Clearly differentiate between skimming and surveying. (8 marks)
3. Suggest three observable characteristics of a stressed university learner. (6 marks)

**QUESTION FOUR**

1. Explain clearly how one can use the SQ3R strategy to effectively benefit from a study text. (6 marks)
2. Make short notes on Discriminative listening and Active listening. (8 marks)
3. Using examples, discuss how the following aspects affect the delivery of an oral message.
4. Use of stereotyped language (3 marks)
5. Over-use of gestures (3 marks)

**QUESTION FIVE**

1. Briefly discuss primary and secondary sources of information. (8 marks)
2. Describe the structure of a complete paragraph. (6 marks)
3. Explain clearly how the following communications principles affect communication.
4. Consideration. (3 marks)
5. Completeness. (3 marks)