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**GARISSA UNIVERSITY**

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

**SECOND SEMESTER EXAMINATION**

**SCHOOL OF SCHOOL OF PURE AND APPLIED SCIENCES**

**FOR THE CERTIFICATE IN INFORMATION TECHNOLOGY**

**COURSE CODE: CIT 005**

**COURSE TITLE: COMMUNICATION SKILLS**

**EXAMINATION DURATION: 2 HOURS**

**DATE: 23/08/2021 TIME: 12.00-2.00 PM**

**INSTRUCTION TO CANDIDATES**

* **The examination has FIVE (5) questions**
* **Question ONE (1) is COMPULSORY**
* **Choose any other TWO (3) 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. Define the term communication (2 marks)
2. With an example, differentiate between internal and external communication. (8 marks)
3. With the help of a diagram, explain elements of communication process (15 marks)
4. List any three barriers to effective communication (5 marks)

**QUESTION TWO**

1. Differentiate between the following concepts
2. Interpersonal communication and intrapersonal communication (2 marks)
3. Formal communication and intercultural communication (2 marks)
4. Mass communication and Public communication (2 marks)
5. Lateral and Horizontal (2 marks)
6. State any five types of reading (5 marks)
7. Define reading (2 marks)
8. Differentiate between written communication and oral communication (5 marks)

**QUESTION THREE**

Explain objectives of communication. (20 marks)

**QUESTION FOUR**

1. Explain the advantages of note taking ( 10 marks)
2. List any five types of listening (5 marks)
3. State any five types of 7Cs (5 marks)

**QUESTION FIVE**

1. Differentiate between hearing and listening (5 marks)
2. With examples, explain the difference between verbal and non-verbal communication. (12 marks)
3. Define interview (3marks