



# **MACHAKOS UNIVERSITY**

**University Examinations for 2019/2020 Academic Year**

**SCHOOL OF HUMANITIES AND SOCIAL SCIENCES**

**DEPARTMENT OF SOCIAL SCIENCES**

**SECOND YEAR FIRST SEMESTER EXAMINATION FOR**

**CERTIFICATE IN ELECTRICAL ENGINEERING**

**UCU001: COMMUNICATION SKILLS**

**DATE: 29/11/2019**

**TIME: 8.30-10.30 AM**

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**INSTRUCTIONS: Answer QUESTION ONE and any other TWO QUESTIONS**

## **QUESTION ONE (30 MARKS)**

- a) Highlight the six steps involved in the theory of communication (12 marks)
- b) Give four reasons why communication is essential in an organization (8 marks)
- c) Describe five obstacles to ensuring effective communication in the communication process (10 marks)

## **QUESTION TWO (20 MARKS)**

- a) Explain four forms of communication (12 marks)
- b) Outline four factors to consider when choosing a medium of communication (8 marks)

## **QUESTION THREE (20 MARKS)**

- a) Cite five factors to consider when writing minutes (10 marks)
- b) Describe five parts contained in a formal letter (10 marks)

## **QUESTION FOUR (20 MARKS)**

- a) Design a Curriculum vitae you intend to use to apply for job placement after your college completion (12 marks)
- b) Cite four uses of notices in an organization (8 marks)

## **QUESTION FIVE (20 MARKS)**

- a) State five principles that need to be applied to achieve effective communication at work place. (10 marks)
- b) Describe the main features of an office memorandum (10 marks)