



**MACHAKOS UNIVERSITY**  
**SCHOOL OF HUMANITIES AND SOCIAL SCIENCES**  
**DEPARTMENT OF LINGUISTICS AND LANGUAGES**  
**SUPPLEMENTARY EXAM-MARCH. 2021**  
**DIPLOMA**  
**UCU 002: COMMUNICATION SKILLS**

**TIME: 2 Hours**

**DATE:**

**Instructions: Answer Question ONE(COMPULSORY-30MARKS) and OTHER TWO**

Explain

- (i) The FIVE elements of communication (5 marks)
- (ii) The communication process (7 marks)
- (iii) The importance of body language in communication (12 marks)
- (iv) The levels of communication (6 marks)

2a) Discuss TWO models of communication (12 marks)

(b) Explain the relevance of communication skills course to you as a university scholar (8 marks)

(3) Appropriate study skills are paramount for one's success as a student. Discuss (20marks).

4 a) Explain how the quality of one's writing can be corrupted by each of the following:

- (i) Mix up in language
- (ii) Ambiguity and Verbosity
- (iii) Semantic barriers
- (iv) Wrong sentence structures
- (v) Poor punctuation

(20 marks)

5) Good listening skills greatly enhances one's understanding in any act of Communication.

Justify this assertion giving specific examples

(20 marks)