



**MACHAKOS UNIVERSITY**  
University Examinations for 2019/2020 Academic Year  
**SCHOOL OF HUMANITIES AND SOCIAL SCIENCES**  
**DEPARTMENT OF LANGUAGES AND LINGUISTICS**  
**FIRST YEAR SECOND SEMESTER EXAMINATION FOR**  
**ARTISAN CERTIFICATE IN GARMENT MAKING,**  
**MOTOR VEHICLE,**  
**ELECTRICAL INSTALLATION**  
**CIVIL ENGINEERING**  
**FOOD AND BEVERAGE**  
**GENERAL STUDIES**

**DATE: 15/12/2020**

**TIME: 8.30-11.30 AM**

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**INSTRUCTION**

Answer ALL Questions

**QUESTION ONE**

- a) Explain the difference between the following terms and give two examples in each case: (10 marks)
- i) Verbal communication and non-verbal communication
  - ii) Environmental pollution and Environmental hazards
- b) Using a diagram, describe the communication process (10 marks)

**QUESTION TWO**

- a) St. Anne's Girls High school has advertised for a post of an office assistant, write a formal letter expressing your interest in this post. (10 marks)
- b) Highlight Five advantages of written communication (10 marks)

### **QUESTION THREE**

- a) Environmental pollution is a national disaster which should be addressed. Highlight five ways in which air pollution can be minimized in Kenya (10 marks)
- b) List five effects of water pollution to both human beings and animals (10 marks)

### **QUESTION FOUR**

- a) Explain five factors that promote nation building and development in Kenya (10 marks)
- b) Identify various culture and sporting activities that promote national cohesion (10 marks)

### **QUESTION FIVE**

- a) Explain five ways in which one can ensure effective listening in any form of communication (10 marks)
- b) Write a brief essay of not more than one hundred words on importance of communication (10 marks)