



# MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)  
University Examinations for 2013/2014

SCHOOL OF HUMANITIES

DEPARTMENT OF LINGUISTICS AND LANGUAGES

**Examination for Certificate in Electrical – Year 1**

**COMMUNICATION SKILLS**

**Date: 18/7/2014**

**Time: 8:30 -10:30 am**

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## INSTRUCTIONS:

Answer all questions

1. (a) What is written communication? (2 marks)  
(b) Enumerate any four examples of written communication. (8 marks)
2. (a) By use of examples of communication explain any three principles of communication (15 marks)  
(b) What is role of feedback in any communication cycle? (5 marks)
3. (a) Communication in an organization is either formal or informal, Explain Horizontal as an formal channel/pattern of communication. (8 marks)  
(b) How does grapevine operate in any organization? (10 marks)
4. (a) Enumerate three advantages of oral communication. (6 marks)  
(b) Give three instances where a phone call would be preferred rather than a sms. (6 marks)  
(c) Enumerate five elements in a communication process cycle. (10 marks)