



MACHAKOS UNIVERSITY

University Examinations 2021/2022

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

CERTIFICATE IN INFORMATION COMMUNICATION TECHNOLOGY

CERTIFICATE IN ELECTRICAL ENGINEERING

CERTIFICATE IN MECHANICAL ENGINEERING

CERTIFICATE FASHION DESIGN AND MARKETING

CERTIFICATE IN SUPPLY CHAIN MANAGMENT

CERTIFICATE IN BUSINESS MANAGEMENT

COMMUNICATION SKILLS

DATE:

TIME:

INSTRUCTIONS: ANSWER ALL QUESTIONS

1. Define the following terms as used in communication skills. (10 marks)
 - a) Distortion
 - b) Barriers
 - c) Communication
 - d) Media of communication
 - e) semantics
2. Explain any five roles of communication. (10 marks)
3. Explain five ways of overcoming barriers to effective communication (10 marks)
4. Briefly explain the five stages of communication. (10 marks)
5. Highlight any five forms of non-verbal communication. (10 marks)
6. Outline five merits of written communication. (10 marks)
7. Explain any five possible disadvantages of electronic mail communication. (10 marks)