



KIBABII UNIVERSITY COLLEGE

[A CONSTITUENT COLLEGE OF MASINDE MULIRO UNIVERSITY OF SCIENCE & TECHNOLOGY]

FIRST YEAR FIRST SEMESTER EXAMINATIONS

FOR THE DEGREE

OF

BACHELOR OF ARTS IN CRIMINOLOGY & SOCIAL WORK

COURSE CODE: COS 100

COURSE TITLE: COMMUNICATION SKILLS I

DATE: 28th October, 2014

TIME: 2 PM -4 P.M

INSTRUCTIONS:

Answer FOUR questions. Question ONE is compulsory.

TIME: 2 HOURS

1. FUNDAMENTALS OF COMMUNICATION & LISTENING SKILLS (25 Marks)

- a) Illustrate the communication process using Schramma's Model of Communication. (4 marks)
- b) Explain how context as an element of communication can affect the communication process. (3 marks)
- c) Give four possible reasons for the increased use of the electronic mail (email) in communication. (4 marks)
- d) University students need to listen effectively to their lecturer. State four ways on how they can improve on the listening skills. (4 marks)
- e) A good number of official communications is done through written communication. List three possible reasons for this. (3 marks)
- f) Describe the non-verbal clues that you may use to communicate the following:
 - Lack of understanding (1 mark)
 - Contempt habits (1 mark)
- g) List three listening habits. (5 marks)

2. LIBRARY SKILLS (15 marks)

- a) Give clear examples to the difference between public and national library. (4 marks)
- b) Identify and illustrate any two components found in a library catalogue. (4 marks)
- c) Describe any three sections found in an academic library and explain how you can make effective use of the sections. (6 marks)
- d) Write the following book details as they would appear in reference/Biography using APA style.

A 3rd edition book written by Harner, J in 2001 entitled The Practice of English Language Teaching Published in Harlow by Longman (1 mark)

3. STUDY SKILLS (15 marks)

- a) Explain the significance of a study timetable. (4 marks)
- b) Outline and discuss three factors that one would consider when forming a discussing group. (6 marks)
- c) Discuss five activities that one can engage in while carrying out self-study. (5 marks)

4. EXAMINATION SKILLS (15 marks)

Waithera is a student who has joined Kibabii University College and is finding it hard to cope with academic work at the University. She rarely takes lecture notes, has problems studying and she does not know what she will do when examinations come.

- a) Explain to Waithera the importance of taking notes in a lecture. (5 marks)
- b) Advice Waithera on factors she should consider as to come up with a workable study timetable. (5 marks)
- c) Advise her on what he needs to do before and during examination. (5 marks)

5. READING SKILLS (15 marks)

Read the passage below and answer the questions that follow: -

When I visited my mother last May, much of her sitting room had been converted into what I half jokingly called a Barack Obama shrine. Since Obama had declared his candidacy for President, my mother had diligently collected everything about the man that she could get hands on. Magazines, newspaper articles, and T-Shirts formed the bulk of the collection, all of it in **Pristine** condition and not to be handled except with utmost care. Almost overnight, all things Obama had become a **staple of my mother's conversation**. His message of unity transcendence, his unwillingness to be "cowed by a chorus of cynics," all this inspired in my mother a late-life surge of confidence. It had even led to her changing the way she answered the phone. Instead of her usual. "Hello, she took to lifting the receiver and announcing "This is our moment."

By the night of Obama's remarkable triumph, she had **digested** far more than his trade mark phrases. Still, she was more than thrilled when, during, his victory speech at Chicago's Grant Park, he once again proclaimed, "This is our moment." Obama's victory seemed "Just too good to be true, overwhelming good," she told me. "there are no words to describe how I feel. "Elated" is not good enough.

Hers is a voice tempered and made scratchy by seventy-seven years of living, and decades of making herself heard in a house crowded with loud, boisterous youngsters. My mother is special to me, of course, but in many respect she is a typical black woman of her generation. A child of the Depression, she married young and stayed home to raise six children. She remembers Jim Crow quite well and, like many of her peers, has more than a few chilling first hand tales of travel in Mississippi (where my father was born), Missouri, and other place known for white residents' historically open and violet hostility towards African Americans. She is faithful, fearless, and frank, adept at blessing you with gently encouragement while demonstrating her unerring skill of telling it exactly like it is. While her experience, her life time of dearly purchased knowledge, deeply informs my own life; there are parts of it which I have no access. Her memories contain mysteries that I can only guess? To hear her answer her phone with such an incautiously optimistic phrase was a startling, wonderful surprise.

Adapted from what Obama Means: For our Culture, Our politics, our future. By Jabari Asim. New York: Harper Collins Publisher, 2009

Questions

1.

a) What does the author of this passage suggest by referring to his mother's living room as a shrine? (2 marks)

b) Why does the author's mother like and support Barack Obama's candidacy

(2 marks)

- c) Give one possible reason why the author uses his mother and not himself to explain the significance of the Obama's campaign and victory. (2 marks)
- d) Explain why the words: "this is our moment" particularly thrilled the mother (2 marks)
- e) Describe the relationship between the author and his mother. Illustrate your answer. (2 marks)
- f) The author's mother remembers Jim Crow. Do you think this memory is positive or negative? Give reasons for your answer. (2 marks)
- g) Explain the meaning of the following words as used in the passage: (3 marks)
 - i. Digested
 - ii. Pristine
 - iii. Staple of my mother's conversation