



KIBABII UNIVERSITY COLLEGE

(A Constituent College of Masinde Muliro University of Science Technology)

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Knowledge for Development

UNIVERSITY REGULAR EXAMINATIONS
FACULTY OF EDUCATION AND SOCIAL SCIENCES
2013/ 2014 ACADEMIC YEAR
1ST YEAR 1ST SEMESTER 2014 (MAIN) EXAMINATION

(BCOM GROUP TOWN CAMPUS)

COURSE CODE: COS 100

COURSE TITLE: COMMUNICATION SKILLS I

DATE: 15TH AUGUST, 2014

TIME: 9:00A.M.-12NOON

INSTRUCTIONS TO CANDIDATES

- Answer ALL questions

SECTION A: INTRODUCTION TO COMMUNICATION AND LISTENING SKILLS (20 MARKS)

- (i) Using your own model, describe the communication process (8 marks)
- (ii) Briefly explain any THREE function of non-verbal form of communication (3 marks)
- (iii) Giving the appropriate situations in which they can be applied, identify and briefly discuss any **THREE** types of listening (6 marks)
- (iv) Explain why listening is important to you (3 marks)

SECTION B: EXAMINATION SKILLS AND STUDY SKILLS (15 MARKS)

- (i) Explain any FOUR precautions a candidate should take one day before the examination (4 marks)
- (ii) Identify and explain THREE main factors that lead to examination difficulty (6 marks)
- (iii) You have been picked on to advice first year Diploma students on study skills. Using relevant examples, highlight the following issued to them.
 - a) **THREE** tips on how to identify key points during lectures (3 marks)
 - b) **TWO** main reasons why they need to plan their work (2 marks)

SECTION C: THE USE OF INFORMATION SOURCES SKILLS (15 MARKS)

- (i) Explain any **FOUR** ways in which the study of library skills has benefited you as a student. (4 marks)
- (ii) Give **THREE** uses of the library catalogue (3 marks)
- (iii) A cousin of your wishes to use the Kibabii University Library. She presents to you the titles of books she would wish to get from the library. Explain to her how she will systematically go about to get these book from the library. (4 marks)
- (iv) Briefly discuss any **FOUR** importance of the internet to you as a student (4 marks)

SECTION D: READING SKILLS AND INTERPRETATION OF NON-LINEAR TEXT (20 MARKS)

a) *Read carefully the passage below and answer correctly the questions that follow*

I suppose many of us feel that shopping is a necessary but unpleasant chore. There are always hordes of people, noise, bustle and hard bargaining. Then there is the slow journey back home, laden with goods, and harassed by beggars and occasionally pickpockets. That is not my view, however, because for me the market contains a selection of some of the most interesting characters I know. In fact, I regard a visit to the market as a social outing.

Once in the market, one of the first places I call at is the vegetable stall of Mama Nekesa. Even before I reach it, I can hear her loud laughter and her sales talk, and see the large figure in a brightly colored Kitenge, piling vegetables into people's basket. Responding to her warm 'karibu' I ask, "Mama Nekesa, have you any spinach today, or a bunch of nice green bananas?"

“No problem,” she replies, “I have so much spinach, but there is also plenty of sukuma wiki, really fresh, or large cabbages just picked from my farm, I’, still waiting for the bananas to arrive, but how about a pile of carrots or tomatoes? I know your children love them. And as she on in her usual cheerful manner, I look at her stout figure as she talks. He lively conversation, ever-present smile and warmth, disguise the fact that she is a strong, hard-working businesswoman. While her husband works at the city, she cultivates the farm and brings the produce to market. The son drives their pick-up to fetch those vegetables when does not grow at home.

“Well, mama Nekesa,” I say, “I’ll take some carrots and tomatoes and come back later for the bananas. How much is that?” of course she always has a special price for me

After mama Nekesa’s stall, I can’t miss dropping in on Machacha, the cheerful young man who sells maize, millet, sorghum and cassava, either whole or as flour. As I arrive, he is teasing and flattering a couple of ladies, persuading them to buy a little more from his stall. I enjoy listening to his sales talk and watching the bright eyes flashing under the large, woolen hat he always wears. Slim, good looking and talkative, he always attracts more than his fair share of female customers. Unlike many of his age-mates, who after leaving school find it difficult to get jobs and often end up as thieves or con-men, Machacha has succeeded. I usually buy a little millet from him and some cassava. If he has green maize, I often buy plenty for the family.

Before I leave the market, I always drop in on Kiptoo, the butcher, form some meat. In his little kiosk, the large, broad-shouldered man in hacking at limbs of cows, sheet and goats. Dodging the pieces of meat bones, flying around, I stroll into the small shop. Kiptoo likes to think of himself as a singer and you can often hear his voices form some distance, as he imitates Franco, Tabu Ley or a local pop star. In-fact rumours have it that he was a singer in a famous band for some years but found that butchery provided a more reliable income.

I buy some beef with bones, a leg of mutton for Sunday and then some liver for my friend Irene. As I leave Kiptoo’s butchery, I can never resist calling at kiosk next to it for some roast meat and a soda to give me energy for the journey back home.

Questions

1. Why is shopping in a market an “unpleasant chore” for some people? (2 marks)
2. What does the writer seem to admire about mama Nekesa? (2 marks)
3. How does the young man Machacha persuade ladies to buy more from him? (2 marks)
4. What differences does the writer note between Machacha and other young men of his age group? (2 marks)
5. Is there anything that the people in the market have in common? (2 marks)

b. Study the information provided below and answer the questions that follow

The consumption of maize and bean at Kibabii University College from January-June 2013

Month	Maize (bags)	Beans (bags)	Total (bags)
January	20	80	100
February	40	110	150
March	40	150	190
April	60	140	200
May	45	100	145
June	30	120	150

Questions

1. What is the Mean of the total bags consumed in the six months? (2 marks)
2. Draw a grouped bar graph representing the consumption of maize and beans (6 marks)
3. Comment on the trend shown in the graph you have drawn in question 2 above (2 marks)