



KIBABII UNIVERSITY COLLEGE (KIBUCO)

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
2014 /2015 ACADEMIC YEAR**

FIRST YEAR FIRST SEMESTER EXAMINATIONS

FOR THE DEGREE

OF

BACHELOR OF EDUCATION AND SOCIAL SCIENCES

COURSE CODE: COS 100

COURSE TITLE: COMMUNICATION SKILLS 1

DATE: Tuesday 13th January 2015

TIME: 8.00-10.00 A.M

INSTRUCTIONS TO CANDIDATES:

Answer Question ONE and any other Two Questions

TIME: 2 Hours

SECTION A: INTRODUCTION TO COMMUNICATION AND LISTENING SKILLS

(25 marks)

- i. “Communication is defined as the process of sharing information, ideas and feelings in order to create shared understanding.” Using your own model, explain the concept of process. (7 marks)
- ii. Explain why the setting/context is an important element in the communication process (5 marks)
- iii. Briefly explain any THREE functions of non-verbal forms of communication. (3 marks)
- iv. Differentiate between Critical listening and Empathic listening and state the situation in which each can be applied. (5 marks)
- v. Explain any FIVE ways on how you can improve on your listening skills so as to benefit from lectures. (5 marks)

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

- i. Highlight any THREE ways in which the effectiveness of a study group could be ensured. (3 marks)
- ii. Define planning in the context of studying. (2 marks)
- iii. Your course mates are complaining about inadequate resources on campus. Explain to them FOUR strategies they should use to manage the limited resources. (4 marks)
- iv. With relevant examples, explain FOUR tips one should use in revising for examinations. (4 marks)
- v. List FOUR precautions one should take before finally handing over the examination answer booklet. (2 marks)

SECTION C: LIBRARY SKILLS (15 marks)

- i. Explain any **THREE** ways in which the study of library skills has benefited you as a student. (3 marks)
- ii. Describe the difference between a microfilm catalogue and a computerized catalogue. (4 marks)
- iii. Your course mate is worried and confused about how to conduct a library search in order to write a research paper. Explain to him/her the steps involved in developing a strategy for writing a research paper. (6 marks)
- iv. Which classification system of the library materials is used in Kibabii university college library? (2 marks)

SECTION D: READING SKILLS AND INTERPRETATION OF NON-LINEAR TEXT

(25 marks)

a) Read the passage below and answer the questions thereafter.

MATURITY

One of the most tragic facts of human existence is that while physical maturity for normal people develops naturally with the passage of time, mental maturity does not come so easily. A large number of people who have the physique and age of adults, and are thus in possession of adult status and privileges, are not mentally mature. This is rather unfortunate, for, as Harry A. Overstreet in *The Mature Mind* observes, “the most dangerous members of our society are those grown-ups whose powers of influence are adult but whose motives are responses are infantile.” Adults who are incapable of carrying out their duties and obligations with proper sense of responsibility cannot only give themselves unnecessary trouble, but also cause much harm to those over whom they have influence.

It is no doubt true that the mental growth of a person depends to some extent on the way his parents guided him when he was a child and on the environmental conditions he grew up in. However, mental development, unlike physical growth, need not stop with the end of puberty. A man is what he makes himself. He can at any stage of his life, always develop himself further if he consciously makes the effort to do so. As Guatama Buddha put it, “The mind is everything; what you think, you become.”

If a man wants to reach an unknown destination, it is always best for him to study an appropriate map of the region. Similarly, for a man to develop his mental and intellectual powers, he should at the outset find out as much as he can what real maturity

consists of. As Aristotle puts it: “Those who wish to succeed must ask the right preliminary questions.”

Careful thinking and observation will enable one to see that a mature man is one with a keen sense of responsibility and a conscious awareness of what is proper. Thus he manages his affairs in accordance with explicit and reasonable criteria, the foundation of which he has examined critically and analytically. He upholds his convictions firmly because he is clear about why he upholds them.

Yet he is conscious of the value of postponed judgment in certain weighty matters. Aware as he is of the complexity of certain affairs, he knows that the different ways of dealing with them entail different consequences which may be of varying degrees of acceptability. He is aware that in such matters, different reasonable men will inevitably come up with different opinions. So while he respects the judgements of other people, and is cooperative, he makes his own study of the problems in proper perspective by looking at them objectively from all angles.

However, the way a person makes an assessment depends a great deal on one’s knowledge. Thus, the mature person will never develop the unhealthy conception that what he already knows is all that need be known. In dealing with any problem he first finds out all he can, so that he will be as fair and as correct as possible. He makes the maximum use of opportunities to achieve the best for himself and everyone else.

In his general attitude, a mature man is always sympathetic but never sentimental. Like a scientist in the conduct of professional duties, he sees the difference between objective reality and what he and others desire, or hope to be the case. He knows his weaknesses but he has well-considered scale of values. Thus while he accepts himself as he is, and others as they are, he persistently tries to mould his character in the way he desires. He never tires of improving himself. It is this trait above all else which gains him the respect of other mature people, and, what is more important, his own self-respect.

(Adapted from Critical Thinking by Kam Chusan Aik and Stephen Edmonds, Longman, 1979, pp. 106-108)

Questions

1. What is the most tragic fact according to the passage? (2 marks)
2. State any TWO factors that determine mental growth according to the passage. (2 marks)
3. Give the author’s definition of a mature man. (2 marks)
4. How should a mature person arrive at a decision? (2 marks)
5. Explain in simpler terms the meaning of the following quotation found in the passage.
“The mind is everything; what you think, you become.” (3 marks)

6. Give any TWO examples of immature behaviour you have observed among some grown-ups. (2 marks)

- b) The table below shows scores in an inter-schools competition for five schools in Kibuco Division of Kibabii District. Study the table below and answer the questions that follow.

School	Languages	Sciences	Arts	Technical subjects	Sports
Mayanja	65%	70%	90%	80%	70%
Kibabii	85%	60%	75%	50%	90%
Tuti	50%	80%	95%	60%	85%
Kanduyi	75%	50%	55%	90%	75%
Makutano	60%	85%	80%	45%	95%

Questions

1. Which is the best done subject in the divisions? (1 mark)
2. Identify two subject groups that have the highest average in the division and two that have the lowest. (2 marks)
3. Name the schools with the best overall performance. (1 mark)
4. What would you recommend for Mayanja, Tuti and Makutano schools for each to realize general improvement of the standard? (3 marks)