



*(Knowledge for Development)*

# **KIBABII UNIVERSITY COLLEGE**

**A CONSTITUENT COLLEGE OF MASINDE MULIRO UNIVERSITY OF  
SCIENCE AND TECHNOLOGY**

## **UNIVERSITY EXAMINATIONS**

**2014/2015 ACADEMIC YEAR**

**FIRST YEAR FIRST SEMESTER**

**UNIVERSITY EXAMINATION**

**(PSSP MAIN & TOWN CAMPUS)**

**FOR THE ALL DEGREE PROGRAMMES**

**COURSE CODE: COS 100**

**COURSE TITLE: COMMUNICATION SKILLS I**

**DATE: 25<sup>TH</sup> AUGUST, 2015**

**TIME: 11.30AM – 1.30PM**

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### **INSTRUCTION TO CANDIDATES**

Answer **ALL** questions.

**TIME: 2 Hours**

*This Paper Consists of 4 Printed Pages. Please Turn Over.*  
tolerance to examination cheating

**KIBUCO** observes **ZERO**

## **QUESTION ONE: FUNDAMENTALS OF COMMUNICATION AND LISTENING**

### **SKILLS (20MARKS)**

- a) Explain what you understand by the term communication (3 marks)
- b) Communication using mobile phones has increased in the recent past. Give two possible benefits and two problems caused by use of mobile phones (4 marks)
- c) Describe the first three stages of the listening process (3 marks)
- d) What do you understand by the term grapevine communication? (2 marks)
- e) Identify and explain any three listener related barriers to listening (6 marks)
- f) Give reason why feedback is an important element of communication (2 marks)
- g) Identify the type of listening that you will apply in the following occasion (10 marks)
  - i. When listening to a friend who is telling you the problems she faces in her academic.
  - ii. Listening with the aim of solving a conflict between two of your friends who have bitterly differed with each other
  - iii. Listening to your music celebrity present
  - iv. Listening to a motivational speaker talk to you about career opportunities available in the job market

## **QUESTION TWO EXAMINATION AND STUDY SKILLS (15 MARKS)**

- a. Give three reasons why it is important for university students to work in a study groups (6 marks)
- b. Identify any three learner related factors that may inhibit communication between the students and their lecturer (3 marks)
- c. Using relevant examples, explain four tips one should use in revising for examination (4 marks)
- d. State four things to consider while coming up with an effective study schedule (2 marks)

## **QUESTION THREE: LIBRARY SKILLS (15 MARKS)**

- a) Explain why it is important to study library skills (4 marks)
- b) Identify and illustrate any three forms of catalogue (3 marks)
- c) Differentiate between national library and public library (4 marks)
- d) Rewrite the following bibliographic details as they will appear in reference following APA style of referencing
  - i. A book titled effective study habits. Written by Mark Manure in 2000 and published by Mvule publishers in Kakamega.
  - ii. An article entitled Second Liberation by Ann Njoki published in the book Social justice edited by Erick Taiwa in 1999 and published by desktop publishers in Eldoret on page 35-67

## QUESTION FOUR: READING SKILL

Read the passage below and then answer the questions that follow.

### PUBLIC SECTOR MANAGEMENT

Government institutions exist to serve people by maintaining law and order. They are meant to develop policy, enforce rules, ensure property and other rights, and provide the framework for employment-generating investment and growth. The institutions play a key role in providing or assuring the environment for provision of basic services such as education, health and infrastructure that are fundamental to a society and its economy.

However, in many countries, the public sector does not run efficiently and it is in need of reform. Some institutions need streamlining and reduction in size. Most of the institutions under-perform and they therefore need to be eliminated.

The consumers of government institutions' services, the public, have complaints that read like a catalogue of horrors against most of the institutions.

A story is told that a man who walked into a government office to have a title deed he had left the previous day signed. He walked into a room full of clerks busy reading newspapers, talking into telephones, flipping through files and writing. Despite all the activity, the queue remained stagnant for close to four hours. In fact, the clerks behaved as if there was nobody else in the room.

The man was exasperated. Finally, he approached the counter and said softly, "Could you please assist me?"

"What can I do for you?" asked the annoyed clerk, teeth clenched.

"I would like to have my title deed signed," he said.

"Oh, I see, title deed", said the clerk seemingly uninterested.

"See the man over there," He indicated to the left.

The man on the left was willing to help. He leafed through some dog-eared papers apparently looking for the title deed. A few minutes later, he looked up, smiled sheepishly and told the man who had been waiting since eight o'clock.

'I am afraid it is lunch-time already and I have to rush to an important appointment!' with that, he left the man literally beaten, hungry and angrier.

The effectiveness of government is limited by, among others, unrealistic salaries and benefits of government employees. They are either too high or too low. Usually, the control of

employment or recruitment is very poor. It is not uncommon to hear personnel officials wondering how someone got employed and even got on the payroll.

Recruitment is also plagued by problems such as phantom workers, nepotism and incompetence. Coupled with this is the corruption culture and sheer indiscipline across the ranks.

Many government critics believe that reforms need to be done in order to cut the cost of running the public sector, increase competence and increase the effectiveness of the remaining few. They also argue that there should be an independent audit system to monitor and evaluate public expenditure programmes. This can help to control overall spending, guard against misspending and corruption.

### **QUESTIONS**

- (a) List at least three things that the government exists for. (3 marks)
- b) Which are the three basic services? (3 marks)
- c) What solution does the writer suggest for underperforming institutions? (2 marks)
- d) How long did the man in the story queue? (1 marks)
- e) Why do the government critics advocate for reforms in the public sector? (3 marks)
- f) Explain the meaning of the following words and phrases as they are used in the passage; (3 marks)
  - i. Dog-eared papers
  - ii. Smile sheepishly
  - iii. Teeth clenched
- g) In about 30 words summarize the factors that limit government effectiveness. (4 marks)