



KIBABII UNIVERSITY COLLEGE

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UNIVERSITY REGULAR EXAMINATIONS

2013 /2014 ACADEMIC YEAR

1ST YEAR 1ST SEMESTER EXAMINATIONS

(MAIN EXAMINATION) - REGULAR

FOR THE CERTIFICATE IN SOCIAL WORK AND COMMUNITY

DEVELOPMENT

COURSE CODE: CSC 002

COURSE TITLE: BASIC COMMUNICATION SKILLS.

DATE: 14TH APRIL, 2014

TIME: 9:00A.M. – 11:00A.M.

INSTRUCTION TO CANDIDATES

Answer Question ONE (COMPULSORY) any other TWO questions

1. Clearly explain the following terms as used in Basic Communication Skills
 - a) i) Communication (4mks)
 - ii) Channels of communication (4mks)
 - iii) Feedback (4mks)
 - b) Discuss any four characteristics of communication (8mks)
 - c) The sender and receiver are key to the communication process. Outline the roles played by:-
 - i) The sender
 - ii) The receiver

in the communication process. (6mks)
 - d) What factors would influence your choice of communication channel? (4mks)
2. a) i) As either a social work practitioner or a criminologist, you are bound to encounter communication barriers, list any five barriers to effective communication you would encounter (5mks)
- ii) Show how each barrier to effective communication that you have listed can be over come (5mks)
- iii) Why do people communicate? (5mks)
- iv) Outline the benefits of good listening skills (5mks)
3. a) i) Discuss any five principles of effective communication (10mks)
- ii) Distinguish between verbal communication and written communication (4mks)
- iii) Give reasons why you would select an oral channel of communication (6mks)
4. a) Differentiate between note taking and note making (4mks)
- b) Demonstrate the similarities between not taking and not making (4mks)
- c) Explain the measures you would take to ensure that you make good notes (6mks)
- d) What problems would you encounter when you are making notes? (6mks)
5. i) a) Identify five important headings of a report (5mks)
- b) Clearly explain what would be considered under the headings you have identified in (i(a)) (10mks)
- c) In which situations are you required to write reports (5mks)

