



KIBABII UNIVERSITY COLLEGE (KIBUCO)

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
2014 /2015 ACADEMIC YEAR**

FIRST YEAR FIRST SEMESTER EXAMINATIONS

MAIN EXAMINATION

DIPLOMA

IN

CRIMINOLOGY & SOCIAL WORK

COURSE CODE: DSC 054

COURSE TITLE: COMMUNICATION SKILLS

DATE: 19th JANUARY 2015

TIME: 2.00-4.00 p.m

INSTRUCTIONS TO CANDIDATES:

Answer Question ONE and any other Two Questions

TIME: 2 Hours

SECTION A: INTRODUCTION TO COMMUNICATION (10 MARKS)

- i. What is communication? (2 marks)
- ii. Discuss any TWO advantages and disadvantages of the written medium of communication. (4 marks)
- iii. Explain any TWO examples of internal/psychological barriers to communication. (2 marks)
- iv. Which non-verbal cues would you employ to express the following:
 - a) *Surprise*
 - b) *Disagreement*

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

- i. Briefly explain any FOUR characteristics of an efficient student. (4 marks)
- ii. “Your final success in the examination depends on how you planned for study from the onset.” State any FOUR factors that should be considered in the course of planning for study.
- iii. Your course mate looks quite stressed up/frantic because of the forthcoming examinations. Give him/her any THREE tips on how to manage this examination pressure. (3 marks)
- iv. Wafula is seen pleading with the invigilator to have back his answer booklet claiming to have forgotten to write something. What FOUR things should he have confirmed before handing in his answer booklet? (4 marks)

SECTION C1: LIBRARY SKILLS (10 MRKS)

- i. Identify TWO sections of a library and the services you expect to get from each section. (4 marks)
- ii. Differentiate between a Public library and a specialized library (2 marks)
- iii. Your neighbor would like to use the college library but doesn’t know where to begin. Briefly describe to him/her the steps to follow when looking for/tracing a book in the library. (4 marks)

SECTION C2: WRITING SKILLS (15 MARKS)

- i. “Plagiarism is defined as an academic crime/theft.” Briefly explain how you can avoid this crime. (4 marks)
- ii. Imagine you have been given a writing task on the general topic of information technology and the rising rate of crime among the youth in the society.
 - a. Develop a vertical list outline of your essay (4 marks)

- b. Using a story that illustrates your main idea, write an introductory paragraph (4 marks)
- c. Write a concluding paragraph to the essay (3 marks)

SECTION D: ORAL PRESENTATION AND LISTENING SKILLS (20 MARKS)

- i. Joyce, your course mate is always nervous and frantic whenever she is asked to speak before a large audience. Give Joyce any FOUR tips on how to manage this podium panic. (4 marks)
- ii. Briefly explain TWO qualities of a good speaker. (2 marks)
- iii. Outline any FOUR techniques you would use during interrogation of a theft suspect. (4 marks)
- iv. Differentiate between *listening* and *hearing*. (4 marks)
- v. Your course mate complains that he finds it difficult writing what the lecturer says and listen to the lecturer at the same time. Give him any FOUR tips about note-taking to help him move at the pace of the lecturer. (4 marks)
- vi. What should one do to transfer information from the short term memory to the long term memory? (2 marks)