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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY  
UNIVERSITY EXAMINATION, 2017/2018 ACADEMIC YEAR  
DIPLOMA IN BUSINESS INFORMATION TECHNOLOGY**

**DLC 1001- COMMUNICATION SKILLS**

Date: 27<sup>th</sup> July, 2017

Time: 12:00pm-2:00pm

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

- a) Define the term communication (2 Marks)
- b) Briefly explain THREE function of communication (6 Marks)
- c) Mention and briefly explain three qualities of a good speaker (6 Marks)
- d) Explain FIVE guideline of taking notes (5 Marks)
- e) Explain THREE types of communication (6 Marks)
- f) Briefly explain the communication process (5 Marks)

**QUESTION TWO (20MARKS)**

- a) Discuss FIVE barriers of effective communication (10 Marks)
- b) Explain on various ways of overcoming barriers of effective communication mentioned in (a) above. (10 Marks)

**QUESTION THREE (20 MARKS)**

- a) Elucidate on FIVE communication channels (10 Marks)
- b) Give advantages of the FIVE communication channels (10 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Enumerate on FIVE ways of expressing etiquette (10 Marks)
- b) Explaining FIVE of non-verbal communication (10 Marks)

**QUESTION FIVE (20 MARKS)**

You are a secretary of a certain organization, take minutes of the proceedings of a meeting you had attended.