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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FOR THE CERTIFICATE IN PROCUREMENT AND SUPPLY CHAIN
MANAGEMENT
CPS 012- COMMUNICATION SKILLS

Date: 5th December 2022
Time: 2:30pm-4:30pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- Using examples, differentiate between formal and informal communication in an organization (6 Marks)
- Highlight the four levels of communication. (4 Marks)
- Explain three visual ways of presenting information to your boss in an organization. (6 Marks)
- State and explain two types of reading that a university student can apply to go through a document. (4 Marks)
- Outline four basic types of listening. (4 Marks)
- Elaborate on communication as a skill, an art and a science. (6 Marks)

QUESTION TWO (20 MARKS)

- The communication process is cyclic in nature. Discuss the main elements in a communication process. (8 Marks)
- Differentiate between managerial meetings and executive meetings. (6 Marks)
- Explain how the New Information and communication Technology has transformed the way people communicate today. (6 Marks)

QUESTION THREE (20 MARKS)

- Explain the 3 R's of business etiquette. (6 Marks)
- Using examples describe the types of interactive communication. (6 Marks)
- Elaborate on the four functions of communication in an organization. (8 Marks)

QUESTION FOUR (20 MARKS)

- Outline six ways to handle office visitors while at work. (6 Marks)
- State and explain three importance of public relations to an organization. (6 Marks)
- Illustrate the communication process using Shannon and Weaver's model. (8 Marks)

QUESTION FIVE (20 MARKS)

- You are required to communicate to your boss about your work progress. Explain how your communication will be effective using the 7Cs of communication. (8 Marks)
- You have been sent to Garissa County by your organization based in Nairobi to address drought challenges within the area. Using examples describe any three barriers to effective communication. (6 Marks)
- Discuss any three challenges an organization may encounter while conducting meetings. (6 Marks)