



UNIVERSITY EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE AWARD OF CERTIFICATE IN INFORMATION TECHNOLOGY

FIRST SEMESTER, 2023/2024

(AUGUST-DECEMBER, 2023)

CLIS 105: COMMUNICATION AND PUBLIC RELATION FOR INFORMATION PROFESSION

STREAM: Y1 S1

TIME: 2 HOURS

DAY: MONDAY. 03.00 – 05.00 PM

DATE: 27.11.2023

INSTRUCTIONS

- 1. Do not write anything on this question paper.***
- 2. Answer Question ONE [Compulsory] and any other TWO Questions***

QUESTION ONE [COMPULSORY]

- Define the following terms as used in Communication Skills
 - Channel [2 Marks]
 - Message [2 Marks]
 - Feedback [2 Marks]
- Discuss the functions/roles of communication in an organization [6 Marks]
- Examine five barriers that contribute to ineffective communication and ways to overcome those barriers [8 Marks]
- Analyze the styles/ways/techniques of reading [10 Marks]

QUESTION TWO

- On receiving the question paper, what are you supposed to do before you start answering the questions? [10 Marks]

- b) Describe the ways of using Non-verbal Communication Skills Effectively. [10 Marks]

QUESTION THREE

- a) Discuss various means of communication in the libraries [10mks]
b) Explain the factors to consider when choosing a means of communication. [10 Marks]

QUESTION FOUR

- a) Distinguish the difference between hearing and listening in communication [10 Marks]
b) With the aid of a diagram, discuss all the components of a simple model of communication process [10 Marks]

QUESTION FIVE

- a) Discuss the functions of communication in an organization. (10marks)
b) State and explain any three purposes for reading. (10mks)