



KISII UNIVERSITY
UNIVERSITY EXAMINATIONS
SPECIAL/SUPPLEMENTARY EXAMINATIONS
FIRST YEAR EXAMINATION FOR THE AWARD OF
THE DIPLOMA IN PUBLIC ADMINISTRATION
SECOND SEMESTER 2024/2025
(AUGUST, 2025)

COMS 0101: COMMUNICATION SKILLS

STREAM: Y1 S2

TIME: 2 HOURS

DAY: TUESDAY, 3.00 – 5.00 P M

DATE: 12/08/2025

INSTRUCTIONS:

- 1. Do not write anything on this question paper.***
- 2. Answer Question ONE And Any Other Two questions.***

QUESTION ONE COMPULSORY

- (a) Explain the following processes (10 mks)
- Communication process
 - Encoding process
 - Decoding process
 - Noise (give examples)
 - A context
- (b) Explain the channels that can be taken while sharing information in a communication context (10 mks)
- (c) Discuss the components of a communication process (10 mks)
- Q2.** Explain the Shannon-weaver Model of communication. Draw the illustration (20 mks)
- Q3** (a) Discuss the effective communication routes (12 mks)
- (b) What are the importances of having a clear communication route to any organizational set-up? (8 mks)
- Q4** (a) Discuss the business to effective communication (10 mks)
- (b) Explain the levels of communication that communicators can be involved in (10 mks)
- Q5** (a) Discuss the channels of communication (10 mks)
- (b) Discuss the impacts of technology on communication (10 mks)