



KISII UNIVERSITY

UNIVERSITY EXAMINATIONS

**FIRST YEAR EXAMINATION FOR THE AWARD OF
CERTIFICATE IN HUMAN RESOURCE MANAGEMENT /BUSINESS**

ADMINISTRATION

FIRST SEMESTER 2023/2024

[AUGUST-DECEMBER, 2023]

CBAD 004: COMMUNICATION SKILLS

STREAM: Y1 S1

TIME: 2 HOURS

DAY: WEDNESDAY, 9.00 – 11.00 A.M.

DATE: 29/11/2023

INSTRUCTIONS

1. Do not write anything on this question paper.

2. Answer Questions ONE and any other THREE Questions.

QUESTION ONE

- a) Define communication. [4 marks]
- b) Give difference between communication and skill. [4 marks]
- c) State the importance of communication to a class-rep in Kisii University
(8 marks)
- d) State the components of communication. [9 marks]

QUESTION TWO

It is understood that communication is a two way process; using a well labelled diagram, describe a good communication process. (15 marks)

QUESTION THREE

Give meaning of the following terms as used in Communication Skill:

- a) Source (3 marks)
- b) Receiver (3 marks)
- c) Message (3 marks)
- d) Channel (3 marks)
- e) Noise (3 marks)

QUESTION FOUR

- a) Define skill. (5 marks)
- b) Differentiate between listening skill and writing skill. (5 marks)
- c) List the barriers to effective communication. (5 marks)

QUESTION FIVE

Differentiate between encoding and decoding a message in a communication process. (15 marks)