



**KISII UNIVERSITY**  
**UNIVERSITY EXAMINATIONS**

**FIRST YEAR EXAMINATION FOR THE AWARD OF THE**  
**CERTIFICATE IN CRIMINOLOGY AND SECURITY STUDIES**  
**SECOND SEMESTER 2021/2022**  
**[JUNE-SEPTEMBER, 2022]**

**CCPA 011/CCRS 011/COMS 0100:**  
**INTRODUCTION TO COMMUNICATION SKILLS**

**STREAM: Y1 S2**

**TIME: 2 HOURS**

**DAY: MONDAY, 3:00 – 5:00 PM**

**DATE: 05/09/2022**

**INSTRUCTIONS**

- 1. Do not write anything on this question paper.*
- 2. Answer question ONE (Compulsory) and any other THREE questions.*

1.a. Discuss the barriers to communications in any organization. [10marks]

b. Define written communication and briefly describe various forms of written communications. [10marks]

a. What are suggestion boxes? Explain the advantages of suggestion box. [10marks]

2. Explain the various factors responsible for effective communication. [20marks]

3. Discuss the five basic principles of communication. [20marks]

4. Highlight five ways an interviewee can prepare himself before the interview. [20marks]

5. Discuss the various roles of a secretary in any organization meeting. [20marks]