



KISII UNIVERSITY
UNIVERSITY EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE AWARD OF THE CERTIFICATE
IN CRIMINOLOGY AND SECURITY STUDIES
SECOND SEMESTER 2023/2024
[JAN – APRIL, 2024]

COMS 0100/CCRS 0011: INTRODUCTION TO COMMUNICATION SKILLS

STREAM: Y1 S1

TIME: 2 HOURS

DAY: WEDNESDAY, 3:00 - 5:00 P.M.

DATE: 17/04/2024

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. [8marks]
- b. Define written communication and briefly describe various forms of written communications. [9marks]
- a. What are suggestion boxes? Explain the advantages of suggestion boxes. [8marks]
2. Explain the various factors responsible for effective communication. [15marks]
3. Discuss the five basic principles of communication. [15marks]
4. Highlight five ways an interviewee can prepare himself before the interview. [15marks]
5. Discuss the various roles of a secretary in any organization meeting. [15marks]