



# **THE KENYA POLYTECHNIC**

## **DEPARTMENT OF INSTITUTIONAL MANAGEMENT**

### **END OF YEAR I EXAMINATIONS**

**NOVEMBER 2006**

### **COMMUNICATION SKILLS**

**3 HOURS**

#### **INSTRUCTIONS TO CANDIDATES:**

You should have the following for this examination:

Answer booklet

Answer any FOUR of the following SIX questions.

All questions carry equal marks and the maximum marks for each part of a question are as shown.

This paper consists of 2 printed pages.

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1. (a) Giving specific examples, discuss FIVE ways by which effective communication can help an organization achieve its goals. (15 marks)

- (b) Explain FIVE uses of external communication to an organization.  
(10 marks)
2. You are the head of a department at the Kenya Polytechnic. Write a memorandum to this year's graduants in your department briefing them in the forthcoming graduation ceremony and explaining what is expected of them.  
(25 marks)
3. You have been requested to chair a departmental meeting in the organization you work for.
- (a) Explain FIVE factors you would consider to ensure that the discussions of the meeting is successful.  
(15 marks)
- (b) Explain FIVE benefits of note-taking skills during a lecture. (10 marks)
4. You visited the Nairobi International Show this year. You found that the Kenya Polytechnic exhibition stand was not as popular as it was expected. The college development committee has commissioned you to investigate the matter. Compile a formal report on this.  
(25 marks)
5. (a) You are expected to identify an officer in your organization who will conduct counseling interviews. Describe FIVE characteristics he/she should display.  
(15 marks)
- (b) Explain FIVE factors that cause the misunderstanding of the message in the process of communication.  
(10 marks)
6. (a) Discuss FIVE problems that would arise in a department where the supervisor has a habit of withholding or delaying important information from his juniors.  
(15 marks)
- (b) Explain FIVE demerits of horizontal communication in an organization.  
(10 marks)