



THE KENYA POLYTECHNIC UNIVERSITY

COLLEGE

DEPARTMENT OF INSTITUTIONAL MANAGEMENT

DIPLOMA IN CLOTHING TECHNOLOGY

END OF YEAR I EXAMINATIONS

NOVEMBER 2007 SERIES

COMMUNICATION SKILLS

3 HOURS

Instructions to Candidates:

This paper consists of two sections, Section A and Section B

Answer all questions in both sections

This paper consists of 3 printed pages

©The Kenya Polytechnic Examinations Office, 2007

SECTION A:

Answer All Questions from This Section

- Q1 (a) Define communication (1mks)
(b) Draw and explain the process of communication (14mks)
(c) Explain the importance of feedback in the communication process (2mks)
- Q2 Explain with examples five barriers to communication process (15mks)
- Q3 (a) Differentiate between internal & external communication in an organisation (5mks)
(b) Write brief notes on the following flow of internal communication:
(i) Horizontal flow
(ii) Consensus
(iii) Grapevine (15mks)
(a) Explain two advantages of grapevine communication in an organization (4mks)

SECTION B:

Answer any two questions from this section

- Q5 (a) Compare and contrast face to face conversation and telephone conversation (15mks)
(b) Write a brief telephone conversation between a client asking for vacancy in your organisation and you as the secretary (8mks)

Q6 (a) Discuss five important factors an interviewee has to put in mind before attending to an interview

(10mks)

(b) State five types of interviews found within an organisation

(5mks)

(c) Explain four reasons why an interviewer must prepare for the interview before the material day

(8mks)

Q7 (a) Listening is a very important factor in oral communication, explain six guidelines important to be an effective listener

(12mks)

(b) Describe three non-verbal communication that can indicate that someone is not listening to what is being said

(5mks)

(c) Describe four means of communication in an organisation

(6mks)