



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS

2018/2019 ACADEMIC YEAR

SECOND YEAR SECOND SEMESTER

**SCHOOL OF BUSINESS AND ECONOMICS
BACHELOR SCIENCE IN PROJECT PLANNING AND
MANAGEMENT**

COURSE CODE: BPM 2207

**COURSE TITLE: PROJECTS COMMUNICATIONS
MANAGEMENT**

DATE: 18TH APRIL 2019

TIME: 1100 – 1300HRS

INSTRUCTIONS TO CANDIDATES

Answer Question **ONE** and any other **THREE** questions

QUESTION ONE

Maji Safi project that was started in your sub county has been pronounced as a failure. "Communication was not effective," remarks one of the team members.

- i. Describe effective communication **(3 marks)**
- ii. Explain the typical barriers that affect decoding of communication in project Planning and Management **(12 marks)**
- iii. Discuss the typical external environmental factors affecting communications in project management **(10 marks)**

QUESTION TWO

- a. Discuss the importance of the 5Hs and 1H in communications in project Management **(6 marks)**
- b. Identify the stakeholders to approach and briefly describe the role of each one of them **(9 marks)**

QUESTION THREE

Giving practical examples explain the following terms

- a. Bridging the language gaps **(3marks)**
- b. Change situation **(3marks)**
- c. Body language **(3marks)**
- d. Status report **(3marks)**
- e. Project deliverables **(3marks)**

QUESTION FOUR

- i. "our project manager is really skilled in communication." What do you mean? **(5 marks)**
- ii. Explain the main obstacles experienced in Project Management. **(6 marks)**
- iii. Describe the context in which obstacles in communication in project Management are normally encountered. **(4 marks)**

QUESTION FIVE

Identify organizational process assets and discuss their importance in process of effective communication in Project Management. **(15 marks)**

.....**THE END**.....