



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2019/ 2020 ACADEMIC YEAR
FIRST YEAR FIRST SEMESTER**

**SCHOOL OF ARTS AND SOCIAL SCIENCES
CERTIFICATE IN SOCIAL WORK AND
COMMUNITY DEVELOPMENT**

COURSE CODE: CAS 10

COURSE TITLE: COMMUNICATION SKILLS

DATE: 5TH DECEMBER, 2019

TIME: 0830 - 1030HRS

INSTRUCTIONS TO CANDIDATES

Answer Question ONE and any other TWO questions

This paper consists of TWO printed pages. Please turn over.

- 1a.) Using relevant illustrations, distinguish between the following terms:
i. Extensive and intensive reading
ii. Skimming and scanning **(8Marks)**
- b.) Explain the various elements of communication **(10Marks)**
- c.) Discuss any **SIX** importance of communication to a student taking Social Work and Community Development **(12Marks)**
- 2a.) Critically examine the **SIX** distinct components of active listening **(12Marks)**
- b.) Explain any **FOUR** barriers to effective communication **(8Marks)**
- 3a.) Discuss the different types of examination questions based on Bloom's Taxonomy **(12Marks)**
- b.) Using relevant examples, discuss **FOUR** types of sentences based on their function **(8Marks)**
- 4a.) What is a library? Explain the various information resources in the library **(12Marks)**
- b.) Discuss with illustrations the application of the SQ4R method of reading effectively **(8Marks)**
- 5.) Imagine that you have just completed your university studies and you are now searching for employment and you have learnt about a job advertisement made by the Social Workers Club. Write an application letter to the patron of the Social Workers Club of Narok County seeking an employment as project coordinator. **(20Marks)**

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