



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS

2023/2024 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER

**SCHOOL OF ARTS, HUMANITIES, SOCIAL
SCIENCES AND CREATIVE INDUSTRIES
DIPLOMA IN CRIMINOLOGY AND PENOLOGY**

COURSE CODE: CRM 100

COURSE TITLE: COMMUNICATION SKILLS

DATE: 2/2/2024

TIME: 1430-1630 HRS

INSTRUCTIONS TO CANDIDATES

Answer Question ONE and any other TWO questions

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

QUESTION ONE

- 1a.) Examine the key forms of communication that drive interactions among people **(6 marks)**
- b.) With the help of relevant examples, examine any four open word classes applicable in English Grammar **(8 marks)**
- c.) Highlight the elements of SQ4R strategy for reading effectively **(6 marks)**
- d.) Discuss the various levels of communication that can be utilized to foster harmony in the society **(5 marks)**
- e.) Give examples of each of the following parts of speech:
- i. Proper nouns
 - ii. Reflexive pronouns
 - iii. Adverb of time
 - iv. Stative verb
 - v. Conjunction **(5 marks)**

QUESTION TWO

- 2a.) With the aid of relevant examples, underscore the components of active listening that can be used to enhance communication **(10 marks)**
- b.) Regan has discovered after leaving the examination room that he did not respond to the examination questions as per the instructions. It is a habit that is circumventing his university education and he needs assistance so that he overcomes this challenge. Advise him on a strategy that he can employ so that he writes his examinations seamlessly without experiencing such difficulties **(10 marks)**

QUESTION THREE

- 3a.) Critically examine the key concepts learnt under documentation skills **(10 marks)**
- b.) Identify any two problems associated with public speaking and how they can be overcome **(10 marks)**

QUESTION FOUR

- 4a.) Using relevant examples, explain the taxonomic levels that guide the setting of university examinations as envisaged by Benjamin Bloom **(10 marks)**
- b.) Using relevant examples, explicate the various types of libraries that foster dissemination of information in the society **(10 marks)**

QUESTION FIVE

- 5.) Imagine that you have applied for the position of security coordinating officer in the university. Write a hypothetical resume that you will present when invited for the interview **(20 marks)**

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