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 SOCIAL WORK AND COMMUNITY DEVELOPMENT

COURSE CODE: DSS 1100
COURSE TITLE: COMMUNICATION SKILLS

DATE: 29/1/2024   TIME: 0830-1030 HRS

INSTRUCTIONS TO CANDIDATES

Answer Question ONE and any other TWO questions

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

QUESTION ONE

1a.) Critically examine the contribution of Prof. Walter Pauk in the discourse of Communication **(10 marks)**

b.) Highlight any five non-verbal communication cues **(5 marks)**

c.) Explain the key models for classifying libraries as well as three purposes that libraries endeavour to serve. **(10 marks)**

d.) Prepare a simple study timetable to explicate how you can budget your time in your first session in the university **(5 marks)**

QUESTION TWO

2a.) Using relevant illustrations, discuss the various categories of essays used in academic writings **(8 marks)**

b.) Stage fright and lack of audibility are the key problems that most public speakers face. Having learnt communication skills, suggest some of the ways in which you can overcome such problems when addressing a group of clients who might be in need of your expertise in Social Work. **(12 marks)**

QUESTION THREE

3a.) With the use of examples, analyze the techniques that can be used when doing a presentation **(12 marks)**

b.) Using examples, discuss the following types of sentences:

i.	Multiple sentence	iii.	Declarative sentence
ii.	Imperative sentence	iv.	Interrogative sentence

(8 marks)

QUESTION FOUR

4a.) Using relevant examples, discuss the key closed word classes that demystify parts of speech **(8 marks)**

b.) With the utility of the acquired communication skills, suggest ways of dealing with barriers to effective listening **(12 marks)**

QUESTION FIVE

5.) Write a factual essay on how modern technology can be utilized to advance communication for development **(20 marks)**

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