



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS

2017/2018 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: 25TH APRIL, 2018

TIME: 8.30 – 10.30AM

INSTRUCTIONS TO CANDIDATES

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

QUESTION ONE

- i. The treasurer of the project has misappropriated project funds and now the project cannot progress as planned. You need to break this news to the project team. Explain how you will go about it **(8 marks)**
- ii. Describe the various communication styles in project management and suggest the one that you will apply in this situation. Give reasons for your choice **(13 marks)**
- iii. Identify the important components of a project report **(4 Marks)**

QUESTION TWO

Distinguish between:

- i. Barriers of perception and barriers of personality and interests **(3 marks)**
- ii. Communication goals and communication skills **(3 marks)**
- iii. Sender position and sender status **(3 marks)**
- iv. Tactile and olfactory sensitivity **(3 marks)**
- v. Passive and active communication methods **(3 marks)**

QUESTION THREE

- i. Discuss the barriers that you as project manager are likely to deal with as you design a message **(12 marks)**
- i. Define noise in project management communication and give a example for the same. **(3 marks)**

QUESTION FOUR

- i. There is an intern from Maasai Mara University who has just joined the project and he has been attached to you in records management. Take him through the projects record management process **(4marks)**
- ii. Explain to him the importance of managing project files **(6 marks)**
- iii. Describe to him the requirements of file creation **(5 marks)**

QUESTION FIVE

- i. Outline the essential components of the art of project management communication **(5 marks)**
- ii. Explain why stakeholders are important to a project **(5 marks)**
- iii. What techniques would you use to communicate to stakeholders? **(5 marks)**

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