



MAASAI MARA UNIVERSITY

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

**SCHOOL OF SCIENCE AND INFORMATION
SCIENCES
BACHELOR OF SCIENCE IN INFORMATION
SCIENCES**

**COURSE TITLE: HUMAN
COMMUNICATION
COURSE CODE: INS 1206**

DATE: 17TH APRIL 2019
11.00-13.00HRS

TIME:

INSTRUCTIONS TO CANDIDATES
ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS
FROM SECTION B

SECTION A
QUESTION ONE

a. Explain the need and purpose for meetings in an organization.

(4 Marks)

b. Make brief notes on the following types of interviews. **(6 Marks)**

- Series interview
- Panel interview
- Single interview

c. It would seem, that public speaking is something that comes natural and is very easy to do. State the ways of dealing with nervousness while making a public speech.

(4 Marks)

d. Differentiate between statutory and non-statutory reports. **(2 Marks)**

e. Apart from the job seeking interviews, explain **THREE** other workplace interviews.

(6 Marks)

f. Explain the **FOUR** principles of interpersonal communication `

(8 Marks)

SECTION B

QUESTION TWO

“Interpersonal communication is an exchange of information between two or more people. The role of interpersonal communication has been studied mainly as a mediator for mass media effects.” Discuss **(20 Marks)**

QUESTION THREE

Nonverbal communication describes the process of conveying meaning in the form of non-word messages. Nonverbal cues are conventional and culture-specific. With the help of relevant examples discuss the above statement.

(20 Marks)

QUESTION FOUR

Differentiate between the following three features that characterize report writing at a very basic level.

(20

Marks)

- a) Pre-defined structure
- b) Independent sections
- c) Unbiased conclusions.
- d) Recommendations

//END