

KABARAK



UNIVERSITY

**UNIVERSITY EXAMINATIONS
MAIN CAMPUS**

SECOND SEMESTER 2018/2019 ACADEMIC YEAR

**FOR THE DEGREE OF BACHELOR OF COMMRECE, BACHELOR OF
BUSINESS MANAGEMENT & INFORMATION TECHNOLOGY,
BACHELOR OF PROCUREMENT & LOGISTICS; BACHELOR OF
EDUCATION; BACHELOR OF SCIENCE IN ECONOMICS & MATHS,
ENVIRONMENTAL SCIENCE &
TELECOMMUNICATION; INFORMATION TECHNOLOGY;
COMPUTER SCIENCE; COMPUTER SECURITY & FORENSICS;
ECONOMICS & STATISTICS; PHARMACY; CLINICAL MEDICINE;
NURSING; HUMAN NUTRITION & DIETETICS; HOSPITALITY &
TOURISM MANAGEMENT; ACTUARIAL SCIENCE; BACHELOR OF
BUSINESS & INFORMATION TECHNOLOGY; DIPLOMA IN BUSINESS
& INFORMATION TECHNOLOGY; PROCUREMENT & LOGISTICS.**

COMS 120 – COMMUNICATION SKILLS 2

STREAM: Y1 S 2 (REGULAR)

TIME: 2:00-4:00PM

EXAMINATION SESSION: JAN-APRIL 2019

DATE: 3/04/2019

VENUE:KTC

COPIES:60

INSTRUCTIONS TO CANDIDATES

- 1. Answer Question 1 and any other 2 questions in the answer booklet provided.**
- 2. Clearly indicate which question you are answering.**
- 3. Write neatly and legibly.**
- 4. Read all the instructions in the answer booklet**

As members of Kabarak University family, we purpose at all times and in all places, to set apart in one's heart, Jesus as Lord. (1 Peter 3:15)



Kabarak University is ISO 9001:2015 Certified

5. Edit your work for grammar errors.

SECTION A: (COMPULSORY) 30 MARKS

Question one

- a) Non-verbal communication plays an important role in public speaking.
Expound this statement. **(10 Marks)**
- b) Justify the use of visual aids in oral presentation. **(4 Marks)**
- c) Using any of the titles below, formulate the following for your research proposal:
 - I. Two Objectives **(4 Marks)**
 - II. Two Research Hypotheses **(4 Marks)**
 - III. Two Research Questions **(4 Marks)**
 - IV. A Statement Of The Problem **(4 marks)**

Challenges faced by Kenya Defense Forces

OR

Effect of free education on quality of education services

SECTION B: (ANSWER ONLY TWO QUESTIONS IN THIS SECTION)

Question 2

- a) Explain any 5 effective ways of introducing a speech. **(10 Marks)**
- b) What professional characteristics would you look for when interviewing someone for the position of a bank manager? **(10 Marks)**

Question 3

Distinguish between the following terms as used in research.

- a) Research questions and Research objectives **(5 marks)**
- b) Abstract and Statement of the problem **(5 marks)**
- c) Action research and basic research **(5 marks)**
- d) Null hypothesis and alternative hypothesis **(5 marks)**



Question 4

- a) Describe any ONE type of interview and illustrate how you can use it to obtain information/data in the Scientific research process (10 marks)
- b) State any five key preparations that you need to make when you are preparing for a job interview (10 marks)

Question 5

There are those elements of speech transaction that interact with one another in the speaking process. Discuss any **FOUR**. (20 marks)





UNIVERSITY EXAMINATIONS
MAIN CAMPUS

SECOND SEMESTER, 2018/2019 ACADEMIC YEAR

EXAMINATION FOR THE DEGREE OF BACHELOR OF EDUCATION
ARTS

COMS 120: COMMUNICATION SKILLS II

STREAM: Y1 S 2 PART TIME

TIME: 12:00-2:00PM

EXAMINATION SESSION: APRIL

DATE: 08/04/2019

VENUE: SKILLS LAB

COPIES: 20

INSTRUCTIONS: ANSWER QUESTION ONE AND TWO OTHER QUESTIONS FROM SECTION B

SECTION A: COMPULSORY (30MKS)

- 1a) Distinguish between public speaking and conversation (4mks)
 - 1b) Discuss how you can use your voice to achieve maximum impact during speech delivery (8mks)
 - c) Describe any **three** types of interviews (6mks)
 - d) Given below is research topic:

'Causes of poor performance in English in primary schools in Nakuru County'
 - i) Formulate **two** research objectives from the given topic (4mks)
-

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- e) What is hypothesis formulation? (4mks)
- ii) State and explain any **two** types of research hypothesis (4mks)
- 2a) Explain how you would use any **five** non- verbal cues to enhance your speech (10mks)
- b) Discuss any **five** ways of coping with podium panic (10Mks)
- 3) Explain the following terms as used in research
- i) Statement of the problem (4mks)
- ii) Literature review (4mks)
- iii) Research design (4mks)
- b) Discuss any **four** qualities of a good public speaker (8mks)
- 4) You have been invited as an interviewer in an organization. State and explain any **five** qualities you would look for in an interviewee (10mks)
- b) Research is a scientific process discuss
- Q5) Explain how you would identify a research problem (10mks)
- c) Discuss any **five** qualities of a good research report (10mks)



KABARAK



UNIVERSITY

UNIVERSITY EXAMINATIONS

2018/2019 ACADEMIC YEAR

FOR THE DEGREE OF BACHELOR OF COMMRECE, BACHELOR OF BUSINESS MANAGEMENT & INFORMATION TECHNOLOGY; BACHELOR OF PROCUREMENT & LOGISTICS MANAGEMENT; BACHELOR OF EDUCATION; BACHELOR OF LAWS; BACHELOR OF SCIENCE IN ECONOMICS & MATHEMATICS; ENVIRONMENTAL SCIENCE & TELECOMMUNICATION; INFORMATION TECHNOLOGY; COMPUTER SCIENCE; COMPUTER SECURITY & FORENSIC; ECONOMICS & STATISTICS; NURSING; HUMAN NUTRITION & DIETETICS; HOSPITALITY & TOURISM MANAGEMENT; ACTUARIAL SCIENCE; BUSINESS INFORMATION TECHNOLOGY; DIPLOMA IN BUSINESS & INFORMATION TECHNOLOGY; DIPLOMA IN PROCUREMENT & LOGISTICS MANAGEMENT; DIPLOMA IN BUSINESS MANAGEMENT AND DIPLOMA IN EDUCATION

COMS 120: COMMUNICATION SKILLS II

STREAM: Y1S2

TIME: 2.00-4.00 P.M

EXAMINATION SESSION: DEC

DATE: 28/11/ 2018

INSTRUCTIONS

- *Answer all the questions in Section A*

SECTION A – COMPULSORY (30 MARKS)

Question one

- a) Define research. **(2 marks)**
- b) Explain **five** steps of the scientific method that is used in research. **(8 marks)**
- c) Discuss the role played by non-verbal communication in interaction. **(8 marks)**

As members of Kabarak University family, we purpose at all times and in all places, to set apart in one's heart, Jesus as Lord. (1 Peter 3:15)



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d) Assuming that you have the following information in your working bibliography, use it to write your reference list using the APA documentation style. **(12 marks)**

i) **Author:** American Speech-Language-Hearing Association.

Year of publication: 2010.

Title: 2010 Schools Survey report: SLP caseload characteristics.

Retrieved from www.asha.org/research/memberdata/SchoolsSurvey.htm

ii) **Authors:** Carter, M., & Iacono, T.

Year of publication: 2002.

Title of article: Professional Judgments of the Intentionality of Communicative Acts.

Title of journal: AAC: Augmentative and Alternative Communication,

Volume number: 18

Issue number: 3

Pages: 177-191.

iii) **Authors:** Kearns, J., Kleinert, H.L., Kleinert, J.O., & Towles-Reeves, E.

Year of publication: 2006.

Title Learner characteristics inventory.

City of Publication: Lexington

Publisher: University of Kentucky, National Alternate Assessment Center

Question two

a) You are interested in carrying out a study on the effects of insecurity in East Pokot on development. Formulate the following,

i) Research title. **(2 marks)**

ii) **Two** Objectives. **(4 marks)**

iii) **Two** research questions. **(4 marks)**

iv) Which research design would be suitable for this research? **(2 marks)**

b) Identify and discuss **four** modes of presenting a public speech. **(8 marks)**



Question three

- a) Explain **five** ways in which you can make the introduction to a public speech interesting and engaging. **(10 marks)**
- b) Identify and explain **five** aspects of voice that you can utilize during a speech presentation to achieve desired effects. **(10 marks)**

Question four

- a) Discuss **five** purposes of research. **(10 marks)**
- b) Identify **five** types of gestures and explain how each is used in interactions. **(10 marks)**

Question five

Distinguish between the following pairs of concepts used in research, and give an example of each. **(20 marks)**

- i) Independent variable/dependent variable
- ii) hypothesis/research questions
- iii) Qualitative research/quantitative research
- iv) Experimental research/descriptive research
- v) Primary data/secondary data



KABARAK



UNIVERSITY

UNIVERSITY EXAMINATIONS

MAIN/NTC CAMPUSES

THIRD SEMESTER, 2016/2017 ACADEMIC YEAR

**FOR THE DEGREE OF BACHELOR O: BCOM,
BMIT, PROCUREMENT & LOGISTIC MANAGEMENT,
BSC. IN COMPUTER SCIENCE, NURSING, COMPUTER
SCIENCE, ENVIRONMENTAL SCIENCE,
TELECOMMUNICATION, ECONOMICS & MATHEMATICS,
ECONOMICS & STATISTICS, ACTUARIAL SCIENCE,
INFORMATION TECHNOLOGY, COMPUTER SECURITY &
FORENSICS, BED, PHARMACY, CLINICAL MEDICINE,
NUTRITION & DIETETICS AND MASS COMMUNICATION.**

COMS 120: COMMUNICATION SKILLS II

STREAM: Y1S2 (REGULAR)

TIME: 9:00-11:00AM

EXAMINATION SESSION: AUGUST

DATE: 24/07/2017

INSTRUCTIONS

There are 2 sections in this paper (A& B). Section A is compulsory.

Choose other 2 questions from section B.

You should answer 3 questions in total.

SECTION A: Compulsory (30 marks)

As members of Kabarak University family, we purpose at all times and in all places, to set
apart in one's heart, Jesus as Lord. (1 Peter 3:15)

QUESTION ONE

- a) Define research and explain why it is important to conduct scientific investigations. (8 marks)
- b) Assume that your research title is “Effects of Socio-emotional Factors on Academic Performance of Secondary School Students in Nakuru County”.
 - i) Who is your population? (2 marks)
 - ii) Into which category of research does your topic fall? (2 marks)
 - iii) Identify your independent and dependent variables. (2 marks)
 - iv) Would your study be a qualitative one or a quantitative one? Explain. (4 marks)
 - v) Formulate two objectives for your study. (4 marks)
- c) Describe each of the following modes of speech presentation. (8 marks)
 - i) Impromptu mode
 - ii) Extemporaneous mode
 - iii) Manuscript mode
 - iv) Memorized mode

SECTION B: Answer 2 questions in this section

QUESTION TWO

- a) Natasha has been invited to attend a job interview and she seeks your advice on how she should prepare for the same. Write down and explain **six** points of the advice you would give her. (12 marks)
- b) Explain what each of the following sampling procedures entail. (8 marks)
 - i) Quota sampling
 - ii) Stratified sampling
 - iii) Systematic sampling
 - iv) Purposive sampling

QUESTION THREE

- a) Distinguish between the following pairs of concepts as used in research. (12 marks)
 - i) Basic vs. applied research
 - ii) Probability vs. non-probability research
 - iii) Directional hypothesis vs. null hypothesis
- b) Explain the importance of writing a proposal in scientific research. (8 marks)

QUESTION FOUR

- a) Discuss five benefits of good public speaking skills. (10 marks)
- b) Anita has trouble addressing an audience. Identify the term used to describe her condition and recommend ways of overcoming her problem. (10 marks)

QUESTION FIVE

- a) Discuss five ethical issues that govern research. (10 marks)
- b) Discuss any five benefits of paying attention to non-verbal aspects of speech delivery. (10 marks)



KABARAK UNIVERSITY

UNIVERSITY EXAMINATIONS

MAIN CAMPUS

THIRD SEMESTER, 2015/2016 ACADEMIC YEAR

EXAMINATION FOR THE DEGREE OF BACHELOR OF EDUCATION
ARTS/SCIENCE

COMS 120: COMMUNICATION SKILLS II

STREAM: Y1S2 (PAART TIME DEGREE)

TIME: 12.00 – 2.00PM

EXAMINATION SESSION: APRIL

DATE: 10/04/2017

SECTION A COMPULSORY

Answer all the questions from this section

- 1 .a) Describe any three sources of a research problem. **(6 mks)**
- b) Clearly explain why the following parts of a proposal are important. **(6 mks)**
- i. Abstract
 - ii. Sampling procedure
 - iii. Methodology
- c) Define podium panic and describe any four strategies you would employ to avoid it. **(10 mks)**
- d) Explain any four qualities of a good research report. **8 mks**

SECTION B: ANSWER ANY TWO QUESTIONS FROM THIS SECTION

QUESTION TWO

- a) Define literature review and explain its importance in the research process. **10 mks**
- b) You are a guest speaker in an important function. How would you make your introduction captivating? **10 mks**

QUESTION THREE

- a) Supposing you are a member of an interview panel, what 5 personal attributes would you look for in a candidate? **10 mks**
- b) Briefly discuss the importance of scientific research to mankind. **10mks.**

QUESTION FOUR

- a) Identify and explain any four verbal aspects of speech delivery a speaker must pay attention to make an effective speech. **10 mks**
- b) what role does non verbal communication play in public speaking. **10 mks**

QUESTION FIVE

- a) Supposing you have been invited for a job interview with a leading blue chip company, how will you prepare yourself for the interview? **12 mks**
- b) Explain any four ethical issues which govern the research process. **8 mks**

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UNIVERSITY EXAMINATIONS

MAIN/NTC CAMPUSES

THIRD SEMESTER, 2016/2017 ACADEMIC YEAR

**FOR THE DEGREE OF BACHELOR O: BCOM,
BMIT, PROCUREMENT & LOGISTIC MANAGEMENT,
BSC. IN COMPUTER SCIENCE, NURSING, COMPUTER
SCIENCE, ENVIRONMENTAL SCIENCE,
TELECOMMUNICATION, ECONOMICS & MATHEMATICS,
ECONOMICS & STATISTICS, ACTUARIAL SCIENCE,
INFORMATION TECHNOLOGY, COMPUTER SECURITY &
FORENSICS, BED, PHARMACY, CLINICAL MEDICINE,
NUTRITION & DIETETICS AND MASS COMMUNICATION.**

COMS 120: COMMUNICATION SKILLS II

STREAM: Y1S2 (REGULAR)

TIME: 9:00-11:00AM

EXAMINATION SESSION: AUGUST

DATE: 24/07/2017

INSTRUCTIONS

There are 2 sections in this paper (A& B). Section A is compulsory.

Choose other 2 questions from section B.

You should answer 3 questions in total.

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 - ii) Into which category of research does your topic fall? (2 marks)
 - iii) Identify your independent and dependent variables. (2 marks)
 - iv) Would your study be a qualitative one or a quantitative one? Explain. (4 marks)
 - v) Formulate two objectives for your study. (4 marks)
- c) Describe each of the following modes of speech presentation. (8 marks)
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 - iii) Manuscript mode
 - iv) Memorized mode

SECTION B: Answer 2 questions in this section

QUESTION TWO

- a) Natasha has been invited to attend a job interview and she seeks your advice on how she should prepare for the same. Write down and explain **six** points of the advice you would give her. (12 marks)
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QUESTION FOUR

- a) Discuss five benefits of good public speaking skills. (10 marks)
- b) Anita has trouble addressing an audience. Identify the term used to describe her condition and recommend ways of overcoming her problem. (10 marks)

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- b) Discuss any five benefits of paying attention to non-verbal aspects of speech delivery. (10 marks)



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UNIVERSITY EXAMINATIONS
MAIN CAMPUS

SECOND SEMESTER, 2018/2019 ACADEMIC YEAR

EXAMINATION FOR THE DEGREE OF BACHELOR OF EDUCATION
ARTS

COMS 120: COMMUNICATION SKILLS II

STREAM: Y1 S 2 PART TIME

TIME: 12:00-2:00PM

EXAMINATION SESSION: APRIL

DATE: 08/04/2019

VENUE: SKILLS LAB

COPIES: 20

INSTRUCTIONS: ANSWER QUESTION ONE AND TWO OTHER QUESTIONS FROM SECTION B

SECTION A: COMPULSORY (30MKS)

- 1a) Distinguish between public speaking and conversation (4mks)
 - 1b) Discuss how you can use your voice to achieve maximum impact during speech delivery (8mks)
 - c) Describe any **three** types of interviews (6mks)
 - d) Given below is research topic:

'Causes of poor performance in English in primary schools in Nakuru County'
 - i) Formulate **two** research objectives from the given topic (4mks)
-

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- e) What is hypothesis formulation? (4mks)
- ii) State and explain any **two** types of research hypothesis (4mks)
- 2a) Explain how you would use any **five** non- verbal cues to enhance your speech (10mks)
- b) Discuss any **five** ways of coping with podium panic (10Mks)
- 3) Explain the following terms as used in research
- i) Statement of the problem (4mks)
- ii) Literature review (4mks)
- iii) Research design (4mks)
- b) Discuss any **four** qualities of a good public speaker (8mks)
- 4) You have been invited as an interviewer in an organization. State and explain any **five** qualities you would look for in an interviewee (10mks)
- b) Research is a scientific process discuss
- Q5) Explain how you would identify a research problem (10mks)
- c) Discuss any **five** qualities of a good research report (10mks)



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2018/2019 ACADEMIC YEAR

FOR THE DEGREE OF BACHELOR OF COMMRECE, BACHELOR OF BUSINESS MANAGEMENT & INFORMATION TECHNOLOGY; BACHELOR OF PROCUREMENT & LOGISTICS MANAGEMENT; BACHELOR OF EDUCATION; BACHELOR OF LAWS; BACHELOR OF SCIENCE IN ECONOMICS & MATHEMATICS; ENVIRONMENTAL SCIENCE & TELECOMMUNICATION; INFORMATION TECHNOLOGY; COMPUTER SCIENCE; COMPUTER SECURITY & FORENSIC; ECONOMICS & STATISTICS; NURSING; HUMAN NUTRITION & DIETETICS; HOSPITALITY & TOURISM MANAGEMENT; ACTUARIAL SCIENCE; BUSINESS INFORMATION TECHNOLOGY; DIPLOMA IN BUSINESS & INFORMATION TECHNOLOGY; DIPLOMA IN PROCUREMENT & LOGISTICS MANAGEMENT; DIPLOMA IN BUSINESS MANAGEMENT AND DIPLOMA IN EDUCATION

COMS 120: COMMUNICATION SKILLS II

STREAM: Y1S2

TIME: 2.00-4.00 P.M

EXAMINATION SESSION: DEC

DATE: 28/11/ 2018

INSTRUCTIONS

- *Answer all the questions in Section A*

SECTION A – COMPULSORY (30 MARKS)

Question one

- a) Define research. **(2 marks)**
- b) Explain **five** steps of the scientific method that is used in research. **(8 marks)**
- c) Discuss the role played by non-verbal communication in interaction. **(8 marks)**

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Year of publication: 2010.

Title: 2010 Schools Survey report: SLP caseload characteristics.

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ii) **Authors:** Carter, M., & Iacono, T.

Year of publication: 2002.

Title of article: Professional Judgments of the Intentionality of Communicative Acts.

Title of journal: AAC: Augmentative and Alternative Communication,

Volume number: 18

Issue number: 3

Pages: 177-191.

iii) **Authors:** Kearns, J., Kleinert, H.L., Kleinert, J.O., & Towles-Reeves, E.

Year of publication: 2006.

Title Learner characteristics inventory.

City of Publication: Lexington

Publisher: University of Kentucky, National Alternate Assessment Center

Question two

a) You are interested in carrying out a study on the effects of insecurity in East Pokot on development. Formulate the following,

i) Research title. **(2 marks)**

ii) **Two** Objectives. **(4 marks)**

iii) **Two** research questions. **(4 marks)**

iv) Which research design would be suitable for this research? **(2 marks)**

b) Identify and discuss **four** modes of presenting a public speech. **(8 marks)**



Question three

- a) Explain **five** ways in which you can make the introduction to a public speech interesting and engaging. **(10 marks)**
- b) Identify and explain **five** aspects of voice that you can utilize during a speech presentation to achieve desired effects. **(10 marks)**

Question four

- a) Discuss **five** purposes of research. **(10 marks)**
- b) Identify **five** types of gestures and explain how each is used in interactions. **(10 marks)**

Question five

Distinguish between the following pairs of concepts used in research, and give an example of each. **(20 marks)**

- i) Independent variable/dependent variable
- ii) hypothesis/research questions
- iii) Qualitative research/quantitative research
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**UNIVERSITY EXAMINATIONS
MAIN CAMPUS**

SECOND SEMESTER 2018/2019 ACADEMIC YEAR

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NURSING; HUMAN NUTRITION & DIETETICS; HOSPITALITY &
TOURISM MANAGEMENT; ACTUARIAL SCIENCE; BACHELOR OF
BUSINESS & INFORMATION TECHNOLOGY; DIPLOMA IN BUSINESS
& INFORMATION TECHNOLOGY; PROCUREMENT & LOGISTICS.**

COMS 120 – COMMUNICATION SKILLS 2

STREAM: Y1 S 2 (REGULAR)

TIME: 2:00-4:00PM

EXAMINATION SESSION: JAN-APRIL 2019

DATE: 3/04/2019

VENUE:KTC

COPIES:60

INSTRUCTIONS TO CANDIDATES

- 1. Answer Question 1 and any other 2 questions in the answer booklet provided.**
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5. Edit your work for grammar errors.

SECTION A: (COMPULSORY) 30 MARKS

Question one

- a) Non-verbal communication plays an important role in public speaking.
Expound this statement. **(10 Marks)**
- b) Justify the use of visual aids in oral presentation. **(4 Marks)**
- c) Using any of the titles below, formulate the following for your research proposal:
 - I. Two Objectives **(4 Marks)**
 - II. Two Research Hypotheses **(4 Marks)**
 - III. Two Research Questions **(4 Marks)**
 - IV. A Statement Of The Problem **(4 marks)**

Challenges faced by Kenya Defense Forces

OR

Effect of free education on quality of education services

SECTION B: (ANSWER ONLY TWO QUESTIONS IN THIS SECTION)

Question 2

- a) Explain any 5 effective ways of introducing a speech. **(10 Marks)**
- b) What professional characteristics would you look for when interviewing someone for the position of a bank manager? **(10 Marks)**

Question 3

Distinguish between the following terms as used in research.

- a) Research questions and Research objectives **(5 marks)**
- b) Abstract and Statement of the problem **(5 marks)**
- c) Action research and basic research **(5 marks)**
- d) Null hypothesis and alternative hypothesis **(5 marks)**



Question 4

- a) Describe any ONE type of interview and illustrate how you can use it to obtain information/data in the Scientific research process (10 marks)
- b) State any five key preparations that you need to make when you are preparing for a job interview (10 marks)

Question 5

There are those elements of speech transaction that interact with one another in the speaking process. Discuss any **FOUR**. (20 marks)





KABARAK UNIVERSITY

UNIVERSITY EXAMINATIONS

MAIN CAMPUS

THIRD SEMESTER, 2015/2016 ACADEMIC YEAR

EXAMINATION FOR THE DEGREE OF BACHELOR OF EDUCATION
ARTS/SCIENCE

COMS 120: COMMUNICATION SKILLS II

STREAM: Y1S2 (PAART TIME DEGREE)

TIME: 12.00 – 2.00PM

EXAMINATION SESSION: APRIL

DATE: 10/04/2017

SECTION A COMPULSORY

Answer all the questions from this section

- 1 .a) Describe any three sources of a research problem. **(6 mks)**
- b) Clearly explain why the following parts of a proposal are important. **(6 mks)**
 - i. Abstract
 - ii. Sampling procedure
 - iii. Methodology
- c) Define podium panic and describe any four strategies you would employ to avoid it. **(10 mks)**
- d) Explain any four qualities of a good research report. **8 mks**

SECTION B: ANSWER ANY TWO QUESTIONS FROM THIS SECTION

QUESTION TWO

- a) Define literature review and explain its importance in the research process. **10 mks**
- b) You are a guest speaker in an important function. How would you make your introduction captivating? **10 mks**

QUESTION THREE

- a) Supposing you are a member of an interview panel, what 5 personal attributes would you look for in a candidate? **10 mks**
- b) Briefly discuss the importance of scientific research to mankind. **10mks.**

QUESTION FOUR

- a) Identify and explain any four verbal aspects of speech delivery a speaker must pay attention to make an effective speech. **10 mks**
- b) what role does non verbal communication play in public speaking. **10 mks**

QUESTION FIVE

- a) Supposing you have been invited for a job interview with a leading blue chip company, how will you prepare yourself for the interview? **12 mks**
- b) Explain any four ethical issues which govern the research process. **8 mks**

