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Uganda Martyrs University
Department of Languages and Communication Studies
Communication Skills Examination (2016-2017)
BAM, BSDC 11

Date: 28th Nov 2016

Time: 6.00pm-9.00pm

Instructions

Attempt **three (3)** questions

Question **One** IS COMPULSORY

Choose Any **Two** other questions

Do not write on the question paper

- 1a) Explain the roles and responsibilities of an interviewer? 15 marks
- b) What should an interviewer consider when designing questions for the job of a Human Resource Manager? 15 marks
- c) Design 5 questions to ask an interviewee for the job of a Human Resource Manager. 10marks

- 2a) Briefly describe three channels of communication that can be used in an organization? 9marks
- b) Explain what influences the choice of a media of communication? 21marks
- 3a) Distinguish between hearing and listening. 5marks

- ✕ b) Using examples, explain how listening can impact on the other communication skills? 25 marks

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4. Imagine that you have been elected as the area Member of parliament (Mp) for your area, as part of the inauguration ceremony you are supported to give a short speech.

a) Explain the four elements you would consider as you plan your speech. 12 marks.

b) Write out a one page speech explaining things you would like to achieve as the area Mp for that period? 18marks

5a) An advertisement appeared in the new vision of 28th November 2016, for the job of administrative officer in Mulago Hospital. The requirements are that a candidate should have the relevant degree, should not be more than 30 years, should be computer literate and be a multilingual speaker.

a) Write an application letter to the Human Resource Manager of the hospital. 20 marks

b) Explain why the human resource manager above, could also ask the applicants to write out a curriculum vitae. 10 marks