

STUDENT'S ID NO: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_



UNIVERSITY OF GHANA

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DEPARTMENT OF TEACHER EDUCATION

SCHOOL OF EDUCATION AND LEADERSHIP

COLLEGES OF EDUCATION

END OF SEMESTER TWO EXAMINATIONS FOR LEVEL 100, 2023/2024

B.ED. PROGRAMME

COURSE CODE: UGTE 104

COURSE TITLE: COMMUNICATION SKILLS

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*Instruction:* Answer all questions in Section A and any three questions in Section B.

Time: 2 hours

SECTION A

[25 Marks]

Answer all the questions in this section.

1. What barrier of communication is caused by the use of unfamiliar language, wrong choice of words, and misconception?
  - a. Physical barrier
  - b. Physiological barrier
  - c. Psychological barrier
  - d. Semantic barrier

2. In academic speaking, one ought to be precise. This means that.....
  - a. You have to prolong your speech
  - b. You have to explain things better
  - c. You have to divert your discourse
  - d. You have to speak with facts and figures
3. Which of the following is not a characteristic of effective communication?
  - a. Completeness
  - b. Concrete was
  - c. Consciousness
  - d. Consequential
4. The way in which language is used socially to convey broad historical meaning is known as.....
  - a. academic discourse
  - b. business discourse
  - c. discourse
  - d. language
5. All the following impede effective communication EXCEPT.....
  - a. interruption
  - b. muddled language
  - c. poor listening skills
  - d. the beauty of the message
6. The most basic type of listening, which indicates the difference between different sounds identified is known as.....
  - a. Discriminative listening
  - b. Evaluative listening
  - c. Comprehensive listening
  - d. Analytical listening
7. When a rule is broken in grammar a/an ..... occurs.
  - a. Error
  - b. Misspelling
  - c. Misinformation
  - d. Fragment
8. The stages of process writing are pre-writing, drafting, reviewing, editing and.....
  - a. Proof reading
  - b. Documenting
  - c. Publishing
  - d. Referencing

9. Listening is a visual as well as a/an ..... act, as we communicate much through body language.  
a. Proxemic  
b. Auditory  
c. Oral  
d. Persuasive
10. All the following are known as comprehensive listening EXCEPT.....  
a. Content listening  
b. Informative listening  
c. Discriminative listening  
d. Full listening
11. The context which refers to the similarity of backgrounds between the sender and the receiver is called..... context.  
a. Cultural  
b. Social  
c. Physical  
d. Environment
12. Sharing information is also the same thing in communication.  
a. True  
b. False
13. Acknowledging the sources of information you have used in the body of an academic writing is known as.....  
a. References  
b. Referencing  
c. Referring  
d. Bibliography
14. '*As soon as the lesson ends, I will go home.*' This is an example of a..... sentence.  
a. Compound  
b. Simple  
c. Complex  
d. Compound-complex
15. Which communication skills involves the ability to express oneself clearly and coherently in writing?  
a. Listening  
b. Writing  
c. Speaking  
d. Reading

16. What is the term for the ability to adjust your communication styles to fit the needs of different audiences or situations?
- Flexibility
  - Rigidity
  - Consistency
  - Stubbornness
17. Which communication skills is crucial for active participation in group discussions and decision making?
- Writing
  - Empathy
  - Listening
  - Mimicry
18. Which type of communication is characterized by face- to- face interaction and immediate feedback?
- Verbal communication
  - Synchronous communication
  - Written communication
  - Asynchronous communication
19. Which communication skills involves the ability to express disagreement or criticism respectfully?
- Active listening
  - Empathy
  - Passive communication
  - Assertiveness
20. Communication is a specialized skills and anyone can do it with enough practice.
- True
  - False
21. Everyone is a communication practitioner because he/she speaks well or has a knack for writing.
- True
  - False
22. The use of language and words for passing on intended messages are examples of using..... communication.
- Personal
  - Verbal
  - Discourse
  - populace

23. The intention of a listener to gather as much of a speaker's factual data as possible with as much accuracy as possible is termed as.....
- Critical listening
  - Informational listening
  - Comprehensive listening
  - Discriminative listening
24. Another name for response in communication is.....
- give back
  - feedback
  - unintended
  - intentional
25. Silence is a form of communication
- True
  - False

SECTION B

[75 Marks]

Answer any three questions in this section.

1. (A) Define barriers to communication. (3mrks)  
(B) Outline four barriers to communication. (12)  
(C) State four ways to overcome communication barriers (4mrks)  
(D) State three misconceptions of effective communication (6mrks)
2. (A) State and explain with examples, the two main types of listening. (5marks)  
(B) As a class four teacher, explain to your learners four reasons why they need good listening skills. 8mark  
(C). Highlight six (6) principles of effective listening (12marks).
3. (A). Define academic speaking. (5marks)  
(B). State three (3) types of academic speaking (6marks)  
(C). State four features of academic speaking. (8marks)  
(D). Enumerate three (3) importance of speaking in academic communication. (6marks)
4. (A). Differentiate between communication and communication skills (5marks)  
(B). State the two categories under which types of communication can be grouped. (2marks).  
(C). Define Non-verbal communication and state five types. (13marks).  
(D). Make a well-labelled diagram of the communication process. (5marks)
5. (A). What is communication skills? (5marks)  
(C). Outline five basic principles of communication. (20mark)