



RONGO
UNIVERSITY

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OFFICE OF THE DEPUTY VICE CHANCELLOR- ACADEMIC AND STUDENT AFFAIRS

UNIVERSITY EXAMINATIONS

2023/2024 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER EXAMINATION

FOR

DEGREE

IN

BACHELOR IN SCIENCE IN PUBLIC HEALTH

COURSE CODE: COS 120/100

COURSE TITLE: COMMUNICATION SKILLS

DATE: 05/08/2024

TIME: 11.30AM-1.30PM

INSTRUCTIONS TO CANDIDATES

- Answer questions **ONE** and any other **TWO** questions
- Do not write on the question paper
- Marks are shown at the end of each question
- Show workings in the answer booklet for award of full marks
- Mobile phones are not allowed in the examination venue
- Each question should begin on a fresh page
- Duration is **2 hours**

THIS PAPER CONSISTS (1) PRINTED PAGES

PLEASE TURN OVER

2023/2024 ACADEMIC YEAR

FIRST YEAR SECOND SEMESTER REGULAR EXAMINATION FOR BACHELOR IN PUBLIC HEALTH

COURSE CODE: COS120

COURSE TITLE: COMMUNICATION SKILLS

INSTRUCTIONS TO CANDIDATES

- Answer question **ONE** and any other **TWO** questions
- The duration of this paper is 2 hours

QUESTION ONE (COMPULSORY)

- (a) Define communication (2 Marks)
- (b) Differentiate between verbal and nonverbal communication (8 Marks)
- (c) Discuss the communication process using simple model of communication (10 Marks)
- (d) Explain any five of the 7C's of effective communication (5 Marks)

QUESTION TWO

- (a) Explain five ways of managing speaker's anxiety when making a presentation (10 Marks)
- (b) Discuss five elements of communication (10 Marks)

QUESTION THREE

- (a) A psychologist was invited by a company to probe a misunderstanding between workers and their boss in one of the department after interview them, he concluded that the main problem was poor listening skills. Describe four ways in which they can be advised to improve their listening skills (10 Marks)
- (b) Discuss five types of library (10 Marks)

QUESTION FOUR

- (a) Describe five reading habits (10 Marks)
- (b) Explain 3 types of reading (3 Marks)
- (c) Discuss various elements of communication. (7 Marks)

QUESTION FIVE

- (a) Discuss five barriers of effective communication (10 Marks)
- (b) Explain how you would prepare for an oral interview if called upon to attend one (10 Marks)