

GPA004



OFFICE OF THE DEPUTY PRINCIPAL
ACADEMICS, RESEARCH AND STUDENTS' AFFAIRS

UNIVERSITY EXAMINATIONS

2018/2019 ACADEMIC YEAR

FIRST YEAR SECOND SEMESTER REGULAR EXAMINATION

FOR THE DIPLOMA PUBLIC ADMINISTRATION

COURSE CODE: GPA 004

COURSE TITLE: COMMUNICATION SKILLS

DATE: 25TH APRIL, 2019

TIME: 2.00 PM – 5.00 PM

INSTRUCTION TO CANDIDATES

- SEE INSIDE



THIS PAPER CONSISTS OF 3 PRINTED PAGES

PLEASE TURN OVER

GPA004

COURSE CODE: GPA004 COURSE TITLE: COMMUNICATION SKILLS

STREAM: DIPLOMA PUBLIC ADMINISTRATION DURATION:3HOURS

INSTRUCTIONS TO CANDIDATES

- i. *Answer three questions. Question one is compulsory*
- ii. *Do not write on the question paper*

Question one

1. State any FOUR considerations when making an effective personal time table.(4Marks)
2. Cite any FOUR considerations to bear in mind while making notes. (4 Marks)
3. Briefly explain THREE types of libraries. (6 Marks)
4. Outline any THREE activities to bear in mind for effective studying. (6 Marks)
5. Using a model elaborate on the communication process (10 Marks)

Question two

- i. From your experience as a scholar, state any FIVE tasks you would do a day before the examination date (5 Marks)
- ii. Briefly explain TWO importance of a good filing system for a university scholar. (4 Marks)
- iii. Describe any THREE characteristics of a critical thinker. (6 Marks)
- iv. Your friends have always been fighting over small issues and you have decided to help solve the problem. Identify the approaches you would consider before solving the problem (5 Marks)

Question three

- i. Distinguish between the Library of Congress Classification scheme and the Dewey Decimal Classification scheme. (6 Marks)
- ii. Describe the following direction words as would be used in an examination situation:
 - a) Classify
 - b) Apply
 - c) Exemplify
 - d) Review (8 Marks)

iii. Write out the bibliography entries below in the correct format of APA referencing style:

- a) C.T Harrison 2018 Research Skills in Public Psychology, Journal of Counseling Psychology(59) 2, 120 – 132
- b) Rukangu S 1996 Interviews : An introduction to qualitative research sage. Publication. California

(6 Marks)

Question four

You have been invited to attend a two day seminar,

- a) Discuss the listen process you would apply (10 Marks)
- b) Identify FIVE barriers that might hinder your concentration and explain how you may overcome those barriers (10 Marks)

Question five

Study carefully the table below which shows the frequency with which resource materials were used in classroom by teachers and then answer the questions that follow.

RESOURCE MATERIAL	NUMBER OF LESSONS USED	PERCENTAGE (%)
Text books	6	60
Newspapers	2	20
Computer	1	10
Charts	1	10
Total	10	100

- i. Draw a pie chart illustrating the information on the table above. (4 Marks)
- ii. Briefly comment on the trend of use of resource materials from the findings of this survey. (4 Marks)
- iii. Your examinations for the end of semester are about to begin. Briefly describe any THREE activities you are most likely to do one week before examination day. (6 Marks)
- iv. Outline any THREE activities you would do at the end of the examination paper. (6 Marks)

