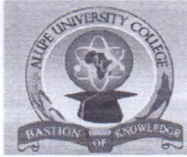


DAS 101



**ALUPE UNIVERSITY  
COLLEGE**  
*... Bastion of Knowledge...*

P. O.Box 845-50400 Busia(K)  
principal@auc.ac.ke  
Tel: +254 741 217 185  
+254 736 044 469  
off Busia-Malaba road

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

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# UNIVERSITY EXAMINATIONS

## 2018 /2019 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER REGULAR EXAMINATION

### FOR THE DIPLOMA IN SOCIAL WORK

COURSE CODE: DAS 101

COURSE TITLE: COMMUNICATION SKILLS

DATE: 19<sup>TH</sup> DECEMBER, 2018

TIME: 9.00 AM – 12.00 PM

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### INSTRUCTION TO CANDIDATES

- SEE INSIDE

THIS PAPER CONSISTS OF 3 PRINTED PAGES

PLEASE TURN OVER

**DAS 101**

**DAS 101 COURSE: 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**

- i. Explain the following terms as used in communication context (14 Marks)
  - a) Communication
  - b) Written Communication
  - c) Horizontal communication
  - d) Sender
  - e) Feedback
  - f) Visual communication
  - g) Non- Verbal communication
- ii. Your friend has been invited to give a speech during the prize giving day in Alupe secondary school. Explain to him the SIX characteristics of a good speaker (6 Marks)
- iii. Discuss the FIVE factors to consider when Preparing effective personal time table (10 Marks)

**Question Two**

You have been invited to attend a workshop by your friends, illustrate the listening process you would follow during the workshop (20 Marks)

**Question Three**

Your colleague will soon be sitting for the final exams; explain to him the FOUR types of libraries he can make use as he prepares for the paper (12 Marks)

Discuss any FOUR common causes of exam failure in university (8 Marks)

**Question Four**

- a) Discuss FIVE preparations a candidate should do before sitting for an exam (10 Marks)
- b) Below is a table showing graduates currently employed by service organizations. Study and answer the questions below

No. of Years Since Graduation	Computer Companies Graduates	Communication Media Companies Graduates	Total: Graduates
6	4	32	36
5	7	31	38
4	15	17	32
3	29	18	47
2	26	9	35
1	28	3	31

- i. Calculate the percentage of graduates involved into the two categories per year. (3 mks)
- ii. Draw a graph to illustrate the trend of employment in the companies (4mks)
- iii. Briefly comment on this trend (3marks)

**Question five**

- a) Discuss FIVE Considerations to bear in mind while making notes (10 Marks)
- b) Describe any FIVE characteristics of a critical thinker. (10 Marks)

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