



PAN AFRICA CHRISTIAN UNIVERSITY
SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
END OF SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF ARTS IN COUNSELING PSYCHOLOGY
BACHELOR OF ARTS IN BIBLE AND THEOLOGY
BACHELOR OF ARTS IN COMMUNITY DEVELOPMENT
AND DIPLOMAS
SEPTEMBER-DECEMBER 2019

CAMPUS: ROYSAMBU
DEPARTMENT: COMMUNICATION, LANGUAGES
COURSE CODE: UCC104
COURSE TITLE: COMMUNICATION SKILLS
EXAM DATE: FRIDAY 6TH DECEMBER 2019
DURATION: 2 HOURS
TIME: 2:00PM-4:00PM
INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- Write your **STUDENT NUMBER** in the Answer Booklet given
- *Write clearly and legibly.*
- This exam paper contains TWO sections.
- **Section A is Compulsory. Answer any three questions from Section B.**

- *ALL PAC University's examination rules and regulations apply*

SECTION A (COMPULSORY)

Question one

- (a) Using a relevant example, explain when communication is said to have taken place
(4mks)
- (b) Discuss the SQ3R method of reading (10mks)
- (c) Explain **five** steps that can assist a communicator prepare a speaking presentation (10mks)
- (d) Describe **TWO** barriers to effective listening (4mks)
- (e) You have been told to write a term paper on the Competency Based Curriculum (CBC). Illustrate any step that you must adhere to in order to write a good term paper (2mks)

SECTION B: Attempt any three Questions

Question two

- a) Using the information given below, prepare a reference list informed by the principle of APA style (5 mks)
Bruce Brewer, Feminist Stylistics, Route ledge , London , 1999.
- b) Define ethics (1 mk)
 - (i) List four ways that you can communicate ethically (4mks)

Question three

- a) "The development of technology has considerably improved our lifestyles. It has made its impact felt on each and every aspect of life and on the communication techniques. Explain five ways how technology has impacted learning in academic institutions
(10 mks)

Question four

- a) Give **FOUR** guidelines of coming up with a strong thesis statement (4 mks)
- b) Explain **THREE** ways how a student can avoid plagiarism (6 mks)

Question five

Describe the five types communication that are applicable in communication skills
(10mks)

Question six

Describe **FIVE** of the 7Cs of Communication and how they affect Communication
(10mks)