**DEPARTMENT OF INFORMATION SCIENCE**

**COURSE CODE: CIT 005**

**COURSE TITTLE: COMMUNICATION SKILLS**

**EXAMINATION DURATION: 3 HOURS**

**QUESTION ONE (COMPULSORY)**

1. Define the term communication (2 marks)
2. With an example, differentiate between internal and external communication. (8 marks)
3. With the help of a diagram, explain elements of communication process ( 15 marks)
4. List any three barriers to effective communication (5 marks)

**QUESTION TWO**

1. Differentiate between the following concepts
2. Interpersonal communication and intrapersonal communication (2 marks)
3. Formal communication and intercultural communication ( 2 marks)
4. Mass communication and Public communication ( 2 marks)
5. Lateral and Horizontal ( 2 marks)
6. State any five types of reading ( 5 marks)
7. Define reading ( 2 marks)
8. Differentiate between written communication and oral communication ( 5 marks )

**QUESTION THREE**

Explain objectives of communication. (20 marks)

**QUESTION FOUR**

1. Explain the advantages of note taking ( 10 marks)
2. List any five types of listening (5 marks)
3. State any five types of 7Cs (5 marks)

**QUESTION FIVE**

1. Differentiate between hearing and listening (5 marks)
2. With examples, explain the difference between verbal and non-verbal communication. (12 marks)
3. Define interview (3marks?