



GARISSA UNIVERSITY

UNIVERSITY EXAMINATION **2017/2018** ACADEMIC YEAR **ONE**
THIRD TRIMESTER EXAMINATION

SCHOOL OF BIOLOGICAL AND PHYSICAL SCIENCE

FOR THE CERTIFICATE OF INFORMATION TECHNOLOGY

COURSE CODE: CIT 105

COURSE TITLE: BUSINESS COMMUNICATION SKILLS

EXAMINATION DURATION: 2 HOURS

DATE: 09/08/18

TIME: 2.00-4.00 PM

INSTRUCTION TO CANDIDATES

- The examination has **SIX (6)** questions
- Question **ONE (1)** is **COMPULSORY**
- Choose any other **THREE (3)** questions from the remaining **FIVE (5)** questions
- Use sketch diagrams to illustrate your answer whenever necessary
- Do not carry mobile phones or any other written materials in examination room
- Do not write on this paper

This paper consists of **TWO (2)** printed pages

please turn over



QUESTION ONE (COMPULSORY)

a) Define the following term

- i. Business communication skills [3 Marks]
- ii. Inference [3 Marks]
- iii. Library skills [3 Marks]
- iv. Linear reading [3 Marks]
- v. Study skills [3 Marks]

b) i. Explain differentiate between Inference and Prediction [5 Marks]

ii. Explain the importance of communication in an organization [5 Marks]

QUESTION TWO

a) Explain your term calendar activities in time management [10 Marks]

b) Explain benefits of effective listening skills [5 marks]

QUESTION THREE

a) Discuss the four main types of reading techniques are the following [10 Marks]

b) Explain state the functions of critical thinking [5 Marks]

QUESTION FOUR

a) Explain the barriers to listening [10 Marks]

b) State the Law of Indices [5 Marks]

QUESTION FIVE

a) Explain the benefits of effective communication [10 Marks]

b) Highlight the common mistakes which are made by an individual while listening [5 Marks]

QUESTION SIX

a) Explain note taking strategies that you know [10 Marks]

b) Highlight public library functions [5 Marks]

