



**KENYA MEDICAL TRAINING COLLEGE
FACULTY OF CLINICAL SCIENCES
DEPARTMENT OF CLINICAL MEDICINE**

**END OF SEMESTER EXAMINATION
FOR
MARCH 2021 CLASS – YEAR 1 SEMESTER I**

PAPER: COMMUNICATION SKILLS

DATE: 6th August, 2021

TIME: 2 HOURS (10:30AM – 12:30 PM)

INSTRUCTIONS

1. This paper consists of:
 - Section 1 (20 Multiple Choice Questions)
 - Section 2 (4 Short Answer Questions)
 - Section 3 (2 Long Answer Question)
2. Attempt **ALL** Questions
3. Write your **ADMISSION NUMBER** on all the answer sheets provided and on the question paper.
4. Ensure that all examination answer scripts are handed in at the end of the examination
5. Ensure you sign in the 'sign IN and OUT' examination register provided

EXAMINATION NUMBER

Section 1 (20 Multiple Choice Questions) (20 Marks)

1. What body language shows you are listening?
 - a) Turning away from the speaker
 - b) Nodding and making eye contact
 - c) Looking out of the window
 - d) Responding inappropriately
2. Our dress code is an example of
 - a) Verbal communication
 - b) Written communication
 - c) Non verbal communication
 - d) Spoken communication
3. The information which is transferred to the receiver has to be interpreted. This process is known as
 - a) Encoding
 - b) Decoding
 - c) Channel
 - d) Medium
4. A technique that involves changing a text-matter so that it is similar to the main source is known as
 - a) Paraphrasing
 - b) Summarizing
 - c) Focusing
 - d) Questioning
5. Environmental barriers are the same as
 - a) Physiological noise
 - b) Psychological noise
 - c) Physical noise
 - d) Sociological noise
6. When you read shorter texts like research papers for specific detailed information, we read slowly and with a lot of concentration, this is referred to as
 - a) Intensive reading
 - b) Extensive reading
 - c) Detailed reading
 - d) Short reading
7. To make our communication effective, we should follow----C,s
 - a) 7
 - b) 3
 - c) 4
 - d) 6

8. Which model views communication as a one-way process in which the speaker speaks and the listener listens.
 - a) Helical model
 - b) Transactional model
 - c) Interactive model
 - d) Linear model
9. Listening to not only the words but emotions and ideas as well, is also known as
 - a) Critical listening
 - b) Intuitive listening
 - c) Deep listening
 - d) Faux listening
10. When is the communication process complete?
 - a) When the sender transmits the message
 - b) When the message enters the channel
 - c) When the message leaves the channel
 - d) When the receiver understands the message
11. Which of the following must be avoided for effective communication
 - a) Sharing of activity
 - b) Listening
 - c) Ambiguity
 - d) Politeness
12. A successful strategy for textbook reading is
 - a) SQ4R
 - b) SQ5R
 - c) Critical reading
 - d) Detailed reading
13. Phatic stage, personal stage and intimate stage are terms commonly used in
 - a) Intrapersonal communication
 - b) Interpersonal communication
 - c) Mass communication
 - d) Organizational communication
14. Formal communication can flow in the following directions, EXCEPT
 - a) Downward communication
 - b) Upward communication
 - c) Horizontal communication
 - d) Unconscious communication
15. During an oral presentation, at what stage will you tell the audience about your aim of presentation?
 - a) Background
 - b) Introduction

- c) Conclusion
d) Question session
16. Looking quickly over a book to get a superficial idea of the content is called
- a) Intensive reading
b) Extensive reading
c) Skimming
d) Scanning
17. The first model of communication is said to have been developed by
- a) Plato
b) Aristotle
c) Ptolemy
d) Steiner
18. The mode of communication that involves a single source transmitting information to a large number of receivers simultaneously is called
- a) Group communication
b) Mass communication
c) Interpersonal communication
d) Intrapersonal communication
19. Imagine you are working in an educational institution where people are of equal status. Which method of communication is best suited and normally employed in such a context?
- a) Horizontal communication
b) Vertical communication
c) Corporate communication
d) Cross communication
20. Which of the following can be termed as verbal communication
- a) Prof. Sharma delivered the lecture in the classroom
b) Signal at the cross road changed from green to orange
c) The child was crying to attract the attention of the mother
d) Dipak wrote a letter for leave application

Section 2 (4 Short Answer Questions) (40 Marks)

1. You are working in trauma and emergency department of the county referral hospital. Clients come to you for some information regarding their patients

- a) Define communication (1 mark)
b) Discuss five (5) factors that may contribute to communication breakdown (5marks)
c) With the aid of a labeled diagram, illustrate the communication process (4marks)

2. Differentiate intensive reading and extensive reading (10marks)

3. Identify four (4) sources of noise in the learning process. In each, state ways in which it occurs one way through which noise can be overcome (10marks)

4. a) Define a model as used in communication (2marks)
b) Discuss three (3) models of communication (6marks)
c) List two types of linear models (2marks)

Section 3 (2 Long Answer Question) (40 Marks)

1. Listening is a silent but very important component of communication. Without effective listening, communication cannot be complete. (10marks)
a) Outline ten (10) main core elements of active listening (10marks)
b) Discuss ten (10) Guidelines to Effective Listening by a learner (4marks)
2. a). Define one way and two-way communication (16marks)
b) Discuss the 4 advantages and 4 disadvantages of
i. One-way communication
ii. Two-way communication