**KENYA MEDICAL TRAINING COLLEGE – NYAMIRA**

**END OF YEAR ONE SEMESTER ONE EXAMINATION**

**SEPTEMBER 2014 KRCHN CLASS (PRE-SERVICE)**

**COMMUNICATION SKILLS EXAMINATION**

DATE: 4/3/2015 TIME:1 – 4.00 pm

**INSTRUCTIONS**

1. Enter your examination number and question number on each page used.
2. ALL questions are compulsory.
3. For part 1 (MCQs), write the answer in the spaces provided on the answer booklet.
4. For Part 2 (SHORT ANSWER QUESTIONS), answer the questions following each other.
5. For Part 3 (LONG ANSWER QUESTIONS), answer to each question MUST start on a separate page.
6. Omission of and or wrong numbering of a question or part of the question will result in 10% deduction of the marks scored from the relevant part.
7. Do NOT use a pencil.
8. Mobile phones are NOT allowed in the examination hall.

For Examiner:

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| --- | --- | --- | --- | --- |
| **MCQS** | **SAQS** | **LAQS 1** | **LAQS 2** | **TOTAL** |
|  |  |  |  |  |

**PART ONE: MCQS (MULTIPLE CHOICE QUESTIONS) COMMUNICATION SKILLS– 1 MARK**

Q.1. During communication open ended questions are important because:

1. It helps a person to understand what has been discussed.
2. It helps conversation to continue.
3. It helps the receiver understand what has been discussed.
4. It shows that the person is paying attention.

**PART TWO: SHORT ANSWER QUESTIONS – COMMUNICATION SKILLS – 29 MARKS**

Q.1. Explain the following terms as used in levels of communication:

1. Public communication.
2. Intrapersonal communication.
3. Interpersonal communication. 6 marks

Q.2. Explain the five (5) elements in communication process. 10 marks

Q.3. Explain four (4) components in communication skills. 8 marks

Q.4. State the following terms that enhance communication:

1. Clarity and brevity.
2. Vocabulary.
3. Pacing.
4. Humour. 4 marks

Q.5. Define the term communication. 1 mark