**KENYA MEDICAL TRAINING COLLEGE – NYAMIRA**

**END OF YEAR ONE SEMESTER ONE SUPP. EXAMINATION**

**MARCH 2017 KRCHN CLASS (PRE-SERVICE)**

**COMMUNICATION SKILLS EXAMINATION**

DATE: …………………… TIME:…………………..

**INSTRUCTIONS**

1. Read the questions carefully and answer only what is asked.
2. Enter your examination number and question number on each page used.
3. ALL questions are compulsory.
4. For part 1 (MCQs), write the answer in the spaces provided on the answer booklet and each MCQ is one (1) mark.
5. For Part 2 (SHORT ANSWER QUESTIONS), answer the questions following each other.
6. For Part 3 (LONG ANSWER QUESTIONS), answer to each question MUST start on a separate page.
7. 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.
8. Do NOT use a pencil.
9. 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– 10 MARKS**

Q.1. The main audio-visual aids include:

1. Video-tapes, radio cassettes television
2. Radio, projector, transparencies
3. Television, radio, transparencies
4. Radio, television, newspaper

Q.2. Main classification of communication skills includes the following:

1. Written, verbal, gestures
2. Non-verbal, written, body language
3. Verbal, written, eye contact
4. Verbal, non-verbal, written

Q.3. Importance of open ended questions include:

1. Shows the person is paying attention
2. Helps the receiver understand what has been discussed
3. Helps to keep the conversation going
4. Helps the receiver to understand what has been discussed

**PART TWO: SHORT ANSWER QUESTIONS – COMMUNICATION SKILLS – 210 MARKS**

Q.1. State the following terms used in communication:

1. Formal communication
2. Horizontal communication
3. Informal communication
4. Unconscious communication 4 marks

Q.2. State four (4) qualities of a good communicator. 4 marks

Q.3. Explain how the following can be a barrier to effective communication:

1. Physical barrier
2. Physiological barrier
3. Message over load 6 marks

Q.4. State how the following terms can enhance verbal communication:

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

Q.5. State three (3) elements of communication. 3 marks