**KENYA MEDICAL TRAINING COLLEGE – NYAMIRA**

**END OF FIRST SEMESTER EXAMINATION**

**MARCH 2013 KRCHN CLASS (PRE-SERVICE)**

**COMMUNICATION SKILLS EXAMINATION**

DATE: 13/9/2013 TIME: ..................

**INSTRUCTIONS**

1. Enter your examination number and question number on each page used.
2. ALL questions are compulsory.
3. 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.
4. Do NOT use a pencil.
5. Mobile phones are NOT allowed in the examination hall.

**PART ONE: MCQS (MULTIPLE CHOICE QUESTIONS) COMMUNICATION – 7 MARKS**

Q.1. Communication skills in a learner can be effectively demonstrated during:

1. Field trips, written reports.
2. Home visiting, role play.
3. Written reports, home visiting.
4. Verbal reports, role play.

Q.2. When teaching a group of mothers in MCH/FP clinic on breast feeding the most suitable teaching method and aid to use would be:

1. Lecture and feeding chart.
2. Discussion and feeding chart.
3. Demonstration and a real baby.
4. Demonstration and adoll.

Q.3. One of the characteristics of an open-ended questions is that if:

1. Easy to record.
2. Has limited dimensions for replies.
3. Gives the respondent freedom to share the reply.
4. Is relatively insensitive to verbal influence.

Q.4. The main classification of communication are:

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

Q.5. Counselling skills include:

1. Using participatory dialogue, using precise and structured questions, showing empathy, giving instructions.
2. Establishing rapport, listening actively, using open ended questions, showing empathy.
3. Showing empathy, giving instructions, using probing questions, listening actively.
4. Giving advice, listening actively, showing empathy, using open ended questions.

Q.6. Audio-visual aids include:

1. Television, film projector, video.
2. Newspaper, flash cards, video.
3. Transparencies, radio-cassettes, video.
4. New print, television, video.

Indicate whether the following statements are true or false for **Q.7.**

Q.7. (a) One disadvantage of close-ended questions is that it forces the respondent to form an

opinion when he does not have any.

1. Interpretation of non-verbal communication the communicator must utilize listening skill, eye contact and body movement.

**PART TWO: SHORT ANSWER QUESTIONS COMMUNICATION SKILLS – 41 MARKS**

Q.1. Explain the following terms used in communication skills.

1. Closed questions. 2 marks
2. Open ended questions. 2 marks
3. Formal communication. 2 marks
4. Upward communication. 2 marks

Q.2. Explain the four (4) components of communication skills. 8 marks

Q.3. State the elements of communication. 7 marks

Q.4. Explain the following terms as used in levels of communication skills:

1. Intrapersonal communication.
2. Interpersonal communication. 4 marks

Q.5. Define the following terms as used in communication:

1. Verbal communication.
2. Non-verbal communication.
3. Communication. 3 marks

Q.6. State three (3) factors that enhance verbal communication. 3 marks

Q.7. Explain any four (4) principles of communication. 8 marks