**KENYA MEDICAL TRAINING COLLEGE – NYAMIRA**

**RE-SIT END OF FIRST SEMESTER EXAMINATION**

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

**COMMUNICATION SKILLS**

DATE: 16/12/2013 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– 5 MARKS**

Q.1. In interpretation of non-verbal communication the communicator must utilize the following:

1. Vision, eye contact, listening skill.
2. Body movement, listening skill, eye contact.
3. Eye contact, listening skill, silence.
4. Eye contact, body movement, listening.

Q.2. Communication skills in a learner can be effectively demonstrated during:-

1. Verbal reports, role play.
2. Written reports, home visiting.
3. Role play, written reports.
4. Written reports.

Q.3. The following are some of main audio-visual aids:-

1. Video tapes, radio, cassette, television.
2. Projector, radio, transparencies.
3. Television, video tapes.
4. Radio, television, newspaper.

Q.4. Effective communication can be defined as:-

1. When the educator feels he is calm, relaxed and confident.
2. When the receiver HIV/AIDS information and encouragement on good practices inside and outside the health facility.
3. When the receiver feels that the message is relevant, convincing and motivating.
4. When the educator feels that the messenger is relevant, convincing and motivating.

Q.5. The communication which is successful must be;-

1. One that ensures that the receiver co-operatives by listening and responding.
2. Passive audience, sender centred type of communication.
3. Audience centred where only the audience decide on who, what and how of the communication process.
4. Sensitive to culture where the sender and the audience are of the same cultural background.

**PART TWO: SHORT ANSWER QUESTIONS – COMMUNICATION – 17MARKS**

Q.1. Define communication as defined by cycles R. Joiner. 1 mark

Q.2. State the three (3) levels of communication. 3 marks

Q.3. Explain the two modes of communication. 4 marks

Q.4. State any five (5) factors that enhance verbal communication. 5 marks

Q.5. Explain four (4) principles of communication. 8 marks

Q.6. List six (6) barrier of communication. 3 marks

Q.7. State five (5) components of communication. 5 marks

Q.8. State seven (7) elements of communication that completes communication cycle. 7 marks