



**COLLEGE OF SOCIAL SCIENCES, HUMANITIES, THEOLOGY &  
EDUCATION**

**HCS 101: COMMUNICATION SKILLS 1**

**END OF FIRST SEMESTER FINAL EXAMINATIONS**

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**DURATION: 3 HOURS**

**INSTRUCTIONS**

Answer **ONE** question from **Section A** (Academic Writing)

Answer **ALL** questions from **Section B** (Reading Comprehension)

Answer **ONE** question from **Section C** (ILS)

**Write legibly.**

## SECTION A: ACADEMIC WRITING [20 Marks]

### Instructions

- a. Choose **ONE** topic from the following and write an essay on it.
- b. Credit will be given for good English expression, clear organization and originality of ideas.
- c. Your essay should be approximately 350 words.
- d. Write legibly.

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### Question 1

With the aid of a detailed diagram, describe the elements that constitute the communication process. Illustrate with appropriate examples how the different elements of the process work.

### Question 2

Identify and discuss any *five* barriers to effective communication in an organization process. Discuss how communication can be improved in such an organization and suggest ways or strategies that can be adopted to overcome them.

### Question 3

Noise in the communication process is defined as “any *internal or external interference in the communication process*”. Identify and discuss **five** examples of ‘noise’ in the communication process and show how the communication process can be improved, for example, in an organization.

### Question 4

“Africa University is a pan-african institution with students and staff from diverse cultural backgrounds. When people from various cultures live in the same place, unique multicultural problems exist”. As a student at Africa University, discuss some of the problems that might be encountered in such a set-up. You may wish to refer to specific problems you have encountered as a student at Africa University

### Question 5

Sigmund Freud (the psychoanalyst) once said ‘*he that has eyes to see and ears to hear may convince himself that no mortal can keep a secret. If his lips are silent, he chatters with his fingertips, betrayal oozes out of him at every pore*’. Basing your answer on the quotation,

- (i) Differentiate between nonverbal and verbal communication. (2 marks)

- (ii) Identify and discuss in detail *five* categories of nonverbal communication. Illustrate with appropriate and relevant examples. (18 marks)

### Question 6

"Hearing is one of the body's five senses. But listening is an art". Using the quotation as a basis:

- (a) Identify and briefly describe *five* types of listening. (10 marks)
- (b) Contrast the following terms:
  - (i) Listening and hearing (4 marks).
- (iii) Identify any **two** factors that might interfere with effective listening and suggest strategies that a listener can adopt to develop their listening skills. (6 marks)

### Question 7

Either

- (a) Write a letter to the Scholarship and Financial Aid Committee requesting for a scholarship. The letter should go through the Vice Chancellor and copied to the following: The Deputy Vice Chancellor, Registrar, The Bursar and The Dean of your College.

Or

- (b) You placed an order for some goods last week with Jacaranda Electrical Company. Unfortunately, the goods have not been delivered to date. Your customers are getting impatient. Write a letter to your supplier to inquire about what happened and request that the delivery be made as soon as possible.

### Question 8

Identify and discuss any *five* types of interviews. In your discussion, bring out clearly the main characteristics and purposes of the types identified.

### Question 9

Reading is defined as *'the act of interpreting meaning by reacting to a written text as a piece of communication'* Outline in detail the steps you would follow when reading in preparation for an exam. In your response *provide the steps in reference to SQ3R*.

### Question 10.

Select a subject about which you are an expert and prepare a speech to present to your

classmates in such a way that when you finish, they too have an understanding of the topic. Clearly structure your speech.

### Question 11

Either

- (a) Does public opinion matter and has it ever influenced the course of events in your country?

Or

- (b) Write an essay on how and to what extent the media may affect people's attitudes. Exemplify.

### Question 12

Why do you think it has been difficult for Africa to sustain itself in spite of all the natural resources and educated population? Illustrate with examples.

### Question 13

'Private prayer is one of the most important types of communication a Christian can be Involved in.' How valuable is private prayer in your life?

### Question 14

Many of us wish we could go back and change something we have done. Write an essay on one such incident in your life.

## SECTION B: READING COMPREHENSION [20 MARKS].

### Instructions

Read the following passages (A and B) and answer **ALL** the questions at the end of each passage. Choose the best answer to each question (A, B, C, D or E). Use the MULTIPLE CHOICE GRID provided for your answers. Indicate your answer clearly by crossing out [X] the letter on the answer grid

## PASSAGE A

Speculation about the cause of global warming continues and the controversy centres on whether increases in temperature are “natural” or the result of ever-increasing pollution. Either way, calculations show that by the end of the next century, the earth’s mean temperature will likely rise between 1.3 degrees Centigrade and 4.0 degrees Centigrade (2.3 degrees Fahrenheit and 7.2 degrees Fahrenheit). One major consequence of this warming will be rising sea levels.

The Greenhouse Effect is when increasing carbon emissions, as a result of burning billions of tons of fossil fuels around the world, traps more heat and makes the global temperatures rise. As the sun’s rays go through the atmosphere, it heats the earth’s surface. This heat is (10)radiated as infrared rays, and while some of it escapes, the remainder becomes trapped by an increasing amount of carbon dioxide, along with other greenhouse gases. According to some scientists, one of the indicators of this phenomenon is the shrinking Quelccaya ice cap located in Peru, South America. It has lost one fifth of its mass over the last two decades. It is **incontrovertible** that the earth’s temperature has increased about one degree Fahrenheit over the last 12 decades, and the increasing temperature has resulted in the lessening of the ice cap. What is debatable is whether this lessening is part of some larger shift in climate or whether it has resulted from greenhouse gases.

To combat the problem of greenhouse gases, several **fronts** are being attacked simultaneously. Research and development needs to be intensified to find renewable (20)sources of energy, like solar and wind power. Fuel efficiency for popular vehicles, like vans, SUVs, and light trucks, needs to be improved in addition to more rigorous emission standards. Similarly, emission standards for industries that use fossil fuels for power must also be stricter. The federal government should reduce its need for and use of energy significantly in an effort to cut emissions. Lastly, both state and federal government could give tax credits and incentives for individuals and companies that use alternative sources of energy.

Unfortunately, even if all further emissions are ended immediately, green house gases will stay in the atmosphere for a hundred years, and global warming will increase. According to environmentalists, however, that does not preclude working on the problem as diligently (30)as possible because it will be a serious dilemma for the twenty-first century.

### Question 1

The essence of the debate regarding global warming is whether

- A. it is a reality or not
- B. the temperature will increase over the next century
- C. the Quelccaya ice cap is shrinking
- D. conversion from the Centigrade scale to Fahrenheit is accurate
- E. it is the result of nature or the Greenhouse Effect.

## Question 2

Greenhouse gasses heat up the earth because they

- A. magnify the rays of the sun, making them hotter
- B. trap infrared heat in the atmosphere
- C. reduce the size of the Quelccaya ice cap
- D. produce infrared rays that heat up the earth
- E. are produced by burning fossil fuels

## Question 3

In line 14 “**incontrovertible**” most clearly means

- A. indecisive
- B. improbable
- C. indubitable
- D. imprudent
- E. incredible

## Question 4

The word “**fronts**” line 18 completes a metaphor that compares finding potential solutions to

- A. curing a disease
- B. waging a war
- C. winning a race
- D. predicating climatic changes
- E. solving a puzzle

## PASSAGE B

No step in life is more important than the choice of a vocation. The wise selection of the business, profession, trade, or occupation to which one's life is to be devoted and the development of full efficiency in the chosen field are matters of the deepest moment to young men and to the public. These vital problems should be solved in a careful, scientific way, with due regard to each person's aptitudes, abilities, ambitions, resources and limitations and the relations of these elements to the conditions of success in different industries. If a boy takes up a line of work to which he is adapted, he will achieve far greater success than if he drifts into an industry which he is not fitted.

An occupation out of harmony with the worker's aptitude and capabilities means inefficiency, unenthusiastic and perhaps distasteful labour, and low pay, while an occupation in harmony with the nature of the man means enthusiasm, love of work, and high economic values – superior product, efficient service and good pay. If a young man chooses his vocation so that his best abilities and enthusiasm will be united with his daily work, he has laid the foundations of success and happiness. But if his best abilities and

enthusiasms are separated from his daily work or do not find in it fair scope and opportunity for exercise and development; if his occupation is merely a means of making a living, and the work he loves to do is sidetracked into the evening hours or pushed out of his life altogether, he will be only a fraction of the man he ought to be. Efficiency and success are largely dependent on adaptation.

### Question 5

The general tone of this selection might well be attacked by a group:

- A. interested in advice for young men in college
- B. interested in equal rights for women
- C. demanding that jobs and interests coincide.
- D. seeking an understanding by business of the problems of youth
- E. condemning the deterioration of the use of proper English

### Question 6

The author expresses the thought that the correct choice of job or career is important to:

- A. the individual involved and his parents
- B. only the individual involved
- C. society in general
- D. the individual and society at large
- E. the employer and the job-seeker

### Question 7

Proper adaptation of the worker to his occupation will produce:

- A. happiness and social adjustment
- B. happiness and rapid advancement
- C. efficiency and success
- D. social adjustment and efficiency
- E. rapid advancement and success.

### Question 8

A thought that is contrary to the feeling of that author is that:

- A. one cannot simply relegate one's real interest in life to "spare time"
- B. a happy worker is an efficient worker
- C. if one wants to, he can work at his really important interests after he has completed his day's work.
- D. trying one's interests and enthusiasms to one's job can lead to a happy work experience.
- E. choosing one's career is something that calls for great care and thoughtfulness.

### Question 9

The results of working at a vocation one enjoys can be measured in:

- A. efficiency, enthusiasm, and energy.
- B. Rapid advancement and good pay
- C. Superior products and efficient service
- D. Devotion and loyalty to the employer
- E. Love of work and the attitude of the employer.

### Question 10

Solving vital problems faced by young men in choosing a vocation in a careful, scientific manner means:

- A. carrying out surveys on vocations chosen by young men and how they perform in the chosen field.
- B. analyzing data from different countries on attitudes and work patterns of young men.
- C. carrying out psychological evaluations of young men in various vocations.
- D. consulting career guidance counsellors
- E. All of the above

## SECTION C: INFORMATION LITERACY SKILLS (ILS) (20 Marks)

### Instructions

- (a) Answer **ONE** question from this section
- (b) Write legibly
- (c) Use the **EXAMINATION CONTINUATION BOOKLET** provided for this section.

### Question 1

Define plagiarism and discuss at least four ways through which plagiarism can be combated. (20 marks)

### Question 2

Discuss the qualities of an information literate person (20 marks)

### Question 3

Discuss the advantages of using journals as sources of research information (20 marks)

End of Paper