



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

HCS 101: COMMUNICATION SKILLS 1

END OF SECOND SEMESTER FINAL EXAMINATIONS

MAY 2018

**LECTURERS: MISS Y. WASHAYA
 MR. D. SITHOLE**

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. Write an **ESSAY** on **ONE** of the following topics below..
 - b. Credit will be given for good English expression, grammatical accuracy, clearly expressed ideas, clear organization, well-structured prose and originality of ideas.
 - c. Your essay should be approximately 400 words.
 - d. Write legibly.
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Question 1

Identify and discuss five barriers to communication, for example, in an organization and show how communication can be improved in such an organization. Refer to a specific organization of your choice.

Question 2

In relation to communication, explain clearly the following concepts:

- (i) Interpersonal communication
- (ii) Intra personal communication
- (iii) Mass communication
- (iv) Small group communication
- (v) Grapevine communication

Question 3

Give an illustrated account of the elements of the communication process in any one communication model.

Question 4

With the aid of a diagram, describe the elements that constitute the communication process.

Question 5

Noise in communication is defined as “*any internal or external interference in the communication process*”. Identify and discuss **five** examples of ‘noise’ in the communication process.

Question 6

- (i) Clearly distinguish any *five* types of interviews. (10 marks)
- (ii) Document two reference materials using the APA format. (10 marks)

Question 7

When people from various cultures live in the same place, unique multicultural problems exist'. Choose three key problems that may be encountered and provide potential solutions for these problems. Use examples to illustrate your ideas.

Question 8

- (i) Differentiate between nonverbal and verbal communication. (2 marks)
- (ii) Using clear practical examples identify and discuss any *five* categories of nonverbal communication. (18 marks)

Question 9

'What you are speaks so loudly that I cannot hear what you say'. (Ralph Waldo Emerson on *Nonverbal Communication-Silent Language Speaks*). Using the quotation as a basis; explain the importance of the following non-verbal cues in a face to face interaction. Give examples for each:

- (i) Kinesics
- (ii) Haptics
- (iii) Chronemics
- (iv) Proxemics
- (v) Clothing and Artifacts

Question 10

The comedian George Burns once said: "*I can't help hearing, but I don't always listen*". Discuss, with examples, **five** barriers to effective listening.

Question 11

- (i) What are the requirements for presenting a talk to an audience of peers on ways to promote good study habits in students?
- (ii) Present your talk in writing

Question 12

“*Crime and Punishment*”- You are requested to prepare and present a speech to your country’s National Council on Crime Prevention. Write a speech on how effective your country’s present system of punishment is and what changes, if any, would you suggest?

Question 13

Choose a subject area or topic where you have specialist knowledge and communicate your passion for that area of knowledge (to a group of peers), so that they are able to understand that topic in greater depth.

Question 14

Prepare a speech in which you state something that bothers you in your everyday life. Clearly state what the problem is, why it is a problem and what you would like to see done about it, if anything.

SECTION: 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. 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

Astronomy is more than the study of stars and planets. It is the study of the entire universe in which we exist. You and I live on a small planet circling a small sun drifting through the universe, but astronomy can take us beyond these boundaries and help us not only see where we are in the universe but understand what we are. You have a right to know these things. Perhaps you have a duty to know them. Do not be humble. Although astronomical sizes and distances may dwarf you, (5) remember that you are an intelligent creature, and you are capable of understanding the universe. It is, after all, yours.

The 20th century was characterized by quite unprecedented disruption. Three global conflicts, namely the two World Wars and the Cold War, as well as a series of revolutionary upheavals, left a deep mark on nations and peoples alike. This is especially true of Germany, if only because the country at the heart of (10) Europe was both responsible for the developments that led to the outbreak of both world wars and was affected to an unusual degree by the Cold War and the gradual dissolution of the bipolar world order at the end of the 1980s.

When the old order collapsed, Germany faced a new situation as regards domestic and foreign policy. Here, the country benefited from the dynamism that culminated in the disbandment of the Soviet Union at the end of 1991. For this led not just to the unification of East and West Germany, (15) but also for the first time in almost 50 years to complete sovereignty.

1. What is the main idea of the passage?
 - a. The universe is extremely large and we live on a small planet.
 - b. It is our duty as human beings to understand things we find interesting.
 - c. Astronomy is the study of the universe and we are intelligent creatures capable of understanding it.
 - d. Astronomical sizes and distances are so large that we are insignificant in comparison and can only hope to make them ours.

2. In the second paragraph, the sentence "Do not be humble." refers to
 - a. how you should act as a student in a classroom setting.
 - b. the fact that you are an intelligent human being and should approach astronomy with confidence.
 - c. the universe exerting its size and power on our small planet circling a small sun.
 - d. the boundaries of our understanding of the universe

3. What was the cause of unprecedented disruption in the 20th century?
 - a. Germany and the gradual dissolution of the bipolar world order at the end of the 1980s.
 - b. The heart of Europe and 50 years of complete sovereignty.
 - c. The unification of East and West Germany.
 - d. Three global conflicts and a series of revolutionary upheavals.

4. What resulted from the collapse of the old order of Germany?
 - a. The outbreak of both world wars.
 - b. The country benefited from the dynamism that culminated in the disbandment of the Soviet Union.
 - c. Germany left a deep mark on nations and peoples alike.
 - d. The 20th century became characterized by unprecedented disruption.

Passage B

Student Volunteers Needed!

On Saturday, October 12th, from 10 A.M. until 4 P.M., Africa University will be holding a music festival in the Open Happiness area . The special event will feature a variety of musicians and disk jockeys (djs).

Task	Time	Date
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Make posters	1 P.M.—4 P.M.	October 5th
Set up gym	11 A.M.—4 P.M.	October 11th
Help performers	9 A.M.—4 P.M.	October 12th
Welcome guests	10 A.M.—2 P.M.	October 12th
Clean up gym	4 P.M.—7 P.M.	October 12th

Interested students should speak with Mrs. Benga, the Warden. Students who would like to help at the festival must have written permission from a parent or guardian.

5. What time will the festival begin?
 - a. 10 A.M.
 - b. 11 A.M.
 - c. 1 P.M.
 - d. 2 P.M.
6. In line 2, the word feature is closest in meaning to _____.
 - a. look
 - b. keep
 - c. include
 - d. entertain
7. What job will be done the day before the festival begins?
 - a. Making posters
 - b. Setting up the gym
 - c. Cleaning up the gym
 - d. Helping the performers
8. Who is told to talk to Mrs. Benga?
 - a. Parents
 - b. Students
 - c. Teachers
 - d. Performers
9. Students who would like to help at the festival must have written permission from?
 - a. parent
 - b. guardian
 - c. parent or guardian
 - d. Mrs Benga

10. Where is the event taking place?

- a. gym
- b. garden
- c. open happiness area
- d. dining hall

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

1. Electronic Resources are useful sources of research information. Discuss the advantages of using this type of information? (20 marks)
2. Answer the following terms:
 - a. Define Information Literacy and Lifelong Learning. (5 marks)
 - b. Why are information literacy skills important? (5 marks)
 - c. Discuss the Qualities of an Information Literate individual. (5 marks)
 - d. Distinguish between Information Literacy and Information Technology Literacy? (5 marks)
3. Give 4 reasons why journal articles are important sources of information to use when conducting academic research? (20 marks)

End of Paper