



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

SUPPLEMENTARY EXAMINATIONS

COURSE CODE : NHCS 101

COURSE TITLE : COMMUNICATION SKILLS I

DATE OF EXAMINATION : JANUARY 2020

TIME : 3 HOURS

EXAMINERS : MR. DOWERA; MR. KUTIWA; MR. D. SITHOLE
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SECTION A: ACADEMIC WRITING [20 marks]

INSTRUCTIONS:

- Write an **essay** on **one** of the following topics given below.
- Credit will be given for good English expression, accuracy of language, clear expression of ideas and originality.
- Your response should be between 350 – 400 words in length.
- Write legibly.

QUESTION 1

There are different types of communication situations. In light of this sentence, describe upward, lateral, downward and grapevine communication. Give an appropriate example in each situation.

QUESTION 2

List the advantages and disadvantages of verbal communication. What are the points you keep in mind when giving an oral presentation?

QUESTION 3

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

QUESTION 4

Define communication and its components: communication context; sources – receivers; encoding – decoding; competence; messages; channel; feedback; noises; communication ethics, and communication effect.

QUESTION 5

Communication is like a journey which consists of various steps starting from the idea as a source, to feedback as destination. Explain the ideal cycle of communication which makes it complete and effective. Make use of diagrams and illustrations to support your answer.

QUESTION 6

Define and explain the importance of intercultural communication. Describe the role intercultural communication plays in enhancing world peace.

QUESTION 7

What are the various purposes for which group discussion is held? Describe briefly points one should bear in mind for effective participation in a group discussion.

SECTION B: ACADEMIC READING [20 MARKS]

Instructions

- a) Read the following passages and answer **ALL** the questions that follow.
- b) Choose the best answer for each question.
- c) Use the multiple choice grid provided for your answers.
- d) Mark your answer clearly with an [X]

PASSAGE A

Noise is a given in our everyday lives. From the moment the alarm clock buzzes or the garbage trucks rouse us, to the time we fall asleep despite the neighbour's stereo, we accommodate noisy intrusions.

Studies suggest that we *pay a price* for adapting to noise: higher blood pressure, heart rate, and adrenalin secretion – even after the noise stops; heightened aggression, impaired resistance to disease; a sense of helplessness, in terms of stress, unpredictability is an important factor. Studies suggest that when we can control noise, its effects are much less damaging.

Although there are no studies on the effects of quiet in repairing the stress of noise, those people who have studied the physiological effects of noise believe that quiet provides an escape. Most people who work in a busy and fairly noisy environment love quiet and need it desperately.

We are so acclimatized to noise that complete quiet is sometimes unsettling. You might have trouble sleeping on vacation in the mountains, for example, without the background sounds of traffic. But making the effort to find quiet gives us a chance to hear ourselves, think, to become attuned to the world around us, to find peacefulness and calm. It provides a serene antidote to the intrusively loud world we live in the rest of the day.

Question 1

This passage mainly discusses

- A. Life in the city
- B. The effect of noise in our lives
- C. Diseases related to stress
- D. Why quiet is hard to find.

Question 2

We can infer from the passage that the author is writing for which group of people?

- A. People who live in the countryside
- B. Vacationers
- C. City-dwellers
- D. Doctors

Question 3

What is the author's attitude to noise in the passage?

- A. Homorous
- B. Critical
- C. Emotional
- D. Indifferent

Question 4

According to the passage, noise causes all of the following EXCEPT

- A. Oversleeping
- B. Stress
- C. High blood pressure
- D. Heightened aggression

Question 5

The phrase '*pay a price for*' in line 3 could best be replaced by which of the following?

- A. Suffer from
- B. Lose money
- C. Work hard
- D. Indulge in

PASSAGE B

In the 16th century, an age of great marine and terrestrial exploration, Ferdinand Magellan led the first expedition to sail around the world. As a young Portuguese noble, he served the king of Portugal, but he became involved in the quagmire of political intrigue at court and lost the king's favour. After he was dismissed from service by the king of Portugal, he offered to serve the future Emperor Charles V of Spain.

A papal decree of 1493 had assigned all land in the New World west of 50 degrees W longitude to Spain and all the land east of that line to Portugal. Magellan offered to prove that the East Indies fell under Spanish authority. On September 20, 1519, Magellan set sail from Spain with five ships. More than a year later, one of these ships was exploring the topography of South America in search of a water route across the continent. This ship sank, but the remaining four ships searched along the southern peninsula of South America. Finally they found the passage they sought near 50 degrees S latitude. Magellan named this passage the Strait of All Saints, but today it is known as the Strait of Magellan.

One ship deserted while in this passage and returned to Spain, so fewer sailors were privileged to gaze at that first panorama of the Pacific Ocean. Those who remained crossed the meridian now

known as the International Date Line in the early spring of 1521 after 98 days on the Pacific Ocean. During those long days at sea, many of Magellan's men died of starvation and disease.

Later, Magellan became involved in an insular conflict in the Philippines and was killed in a tribal battle. Only one ship and 17 sailors under the command of the Basque navigator Elcano survived to complete the westward journey to Spain and thus prove once and for all that the world is round, with no precipice at the edge.

Question 6

The 16th century was an age of great _____ exploration.

- A. cosmic
- B. land
- C. mental
- D. common man
- E. None of the above

Question 7

Magellan lost the favour of the king of Portugal when he became involved in a political _____.

- A. entanglement
- B. discussion
- C. negotiation
- D. problem
- E. None of the above

Question 8

The Pope divided New World lands between Spain and Portugal according to their location on one side or the other of an imaginary geographical line 50 degrees west of Greenwich that extends in a _____ direction.

- A. north and south
- B. crosswise
- C. easterly
- D. south east
- E. north and west

Question 9

One of Magellan's ships explored the _____ of South America for a passage across the continent.

- A. coastline
- B. mountain range
- C. physical features
- D. islands
- E. None of the above

Question 10

Four of the ships sought a passage along a southern _____.

- A. coast
- B. inland
- C. body of land with water on three sides
- D. border
- E. Answer not available

Question 11

The passage was found near 50 degrees S of _____.

- A. Greenwich
- B. The equator
- C. Spain
- D. Portugal
- E. Madrid

Question 12

In the spring of 1521, the ships crossed the _____ now called the International Date Line.

- A. imaginary circle passing through the poles
- B. imaginary line parallel to the equator
- C. area
- D. land mass
- E. Answer not available

GENERAL COMMUNICATION SKILLS QUESTIONS

Question 13

Communication is a non-stop _____.

- A. Paper
- B. Process
- C. Programme
- D. Plan

Question 14

Communication is a part of _____ skills.

- A. Soft
- B. Hard
- C. Rough
- D. Short

Question 15

The _____ is the person who transmits the message.

- A. Receiver
- B. Driver
- C. Sender
- D. Cleaner

Question 16

_____ is the person who notices and decodes and attaches some meaning to a message.

- A. Receiver
- B. Driver
- C. Sender
- D. Cleaner

Question 17

Message is any signal that triggers the response of a _____

- A. Receiver
- B. Driver
- C. Sender
- D. Cleaner

Question 18

_____ context refers to the relationship between the sender and the receiver

- A. Social
- B. Physical
- C. Cultural
- D. Chronological

Question 19

_____ context refers to the similarity of backgrounds between the sender and the receiver.

- A. Physical
- B. Social
- C. Chronological
- D. Cultural

Question 20

Environmental barriers are the same as _____ noise.

- A. Physiological
- B. Psychological
- C. Physical
- D. Sociological

SECTION C: ILS [20 Marks]

Answer any **one** question

1. Discuss the criteria used for evaluating electronic databases with specific focus on database content, structure and interface. (20 marks)
2. Discuss the importance and criteria of evaluating information sources (20 marks)
3. Explain the importance of citing sources. (20 marks)