



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS

2021/2022 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER

**SCHOOL OF ARTS, HUMANITIES, SOCIAL
SCIENCES AND CREATIVE INDUSTRIES
DIPLOMA IN SOCIAL WORK AND
COMMUNITY DEVELOPMENT**

COURSE CODE: DSS 1100

COURSE TITLE: COMMUNICATION SKILLS

DATE: 31st MARCH, 2022

TIME: 0830-1030

INSTRUCTIONS TO CANDIDATES

Answer Question ONE and any other TWO questions

This paper consists of THREE printed pages. Please turn over.

QUESTION ONE

1a.) Using relevant illustrations, distinguish between the following terms:

- i. Extensive and intensive reading
 - ii. Skimming and scanning
 - iii. Audibility and legibility **(6 marks)**
- b.) Explain any three barriers to effective listening **(6 marks)**
- c.) Discuss any three ways that you find communication skills to be relevant in your field of specialization **(6 marks)**
- d.) Critically examine any six study habits that can help to boost the performance of students in institutions of higher learning **(12 marks)**

QUESTION TWO

- 2a.) Define citation and explain the importance of the process in the academic discourse **(8 marks)**
- b.) Using relevant examples, explain the various typologies of sentences constructed by members of the society in their daily interactions **(12 marks)**

QUESTION THREE

- 3a.) Discuss the key components of a curriculum vitae **(10 marks)**
- b.) Exemplify the five documentation styles used by scholars across the globe **(10 marks)**

QUESTION FOUR

- 4a.) Briefly underscore the flexible and seamless strategy for tackling examination questions **(10 marks)**
- b.) Summarize your understanding and application of the concept “documentation skills” **(10 marks)**

QUESTION FIVE

5.) Imagine that you have just completed your university studies and you have been invited to do orientation to first year students pursuing a diploma programme in Social Work. Write a factual essay on the relevance of Social Work in the society that will invigorate the interest of the students in that programme.

(20 marks)

///END///