



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2023/2024 ACADEMIC YEAR
FIRST YEAR FIRST SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS
CERTIFICATE IN HUMAN RESOURCE
MANAGEMENT.**

COURSE CODE: CHR 100

**COURSE TITLE: COMMUNICATION IN HUMAN
RESOURCE**

DATE: 2/2/2024

TIME:1430-1630 HRS

INSTRUCTIONS TO CANDIDATE Answer Question ONE

and any other **THREE** questions

QUESTION ONE (25 MARKS)

- a) i) Define communication **(2 marks)**
 - ii) Discuss the main components of communication **(8 marks)**
- b) "Communication is a process". Discuss the process. **(8 marks)**.
- c) Explain the 7 C's of Effective Communication **(7 marks)**

QUESTION TWO

- a) Describe the purpose of communication in an organization. **(8 marks)**
- c) Discuss the barriers of effective listening. **(7 marks)**

QUESTION THREE

- a) Highlight the types of reading. **(10 Marks)**
- b) Explain five characteristics of a good listener. **(5 Marks)**

QUESTION FOUR

- a) Write down the advantages of taking notes to a university student
(7marks)
- b) Compare and contrast between written and non-verbal communication
(8marks)

QUESTION FIVE

- a) Discuss the barriers to effective communication **(8 marks)**
- b) Explain ways of overcoming barriers to effective communication
(7 marks)

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