



MAASAI MARA UNIVERSITY
REGULAR UNIVERSITY EXAMINATIONS
2022/2023 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: 13TH DECEMBER, 2022

TIME: 1100-1300

INSTRUCTIONS TO CANDIDATES

Answer Question ONE and any other TWO questions

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

QUESTION ONE

Communication is the process of transmitting information, ideas and attitudes from one person to another through the use of mutually understood signs and language. Discuss with examples, the main forms of communication as envisaged in this definition. **(6 marks)**

b.) Communication can take place in different contexts as long as the intended purpose is achieved. In this vein, elucidate the distinguishing features that make communication a unique phenomenon. **(10 marks)**

c.) Critically examine the functional underpinning of the largest units of English grammar **(10 marks)**

d.) State any four factors that can be an impediment to listening. **(4 marks)**

QUESTION TWO

2a.) Explain the key models for classifying libraries as well as three purposes that libraries endeavour to serve. **(10 marks)**

b.) Stage fright and lack of audibility are the key problems that most public speakers face. Having learnt communication skills, suggest some of the ways in which you can overcome such problems when addressing a group of clients who might be in need of your expertise in Social Work. **(10 marks)**

QUESTION THREE

3a.) Critically examine the distinguishing elements of argumentative essays **(10 marks)**

b.) Note-taking is a process that goes beyond mere listening and putting down pieces of information. With reference to Prof. Walter Pauk's model of note-taking, substantiate the above assertion. **(10 marks)**

QUESTION FOUR

4a.) Briefly discuss five documentation styles used by scholars in across different disciplines **(10 marks)**

b.) Summarize your understanding and application of the concept "reading skills" **(10 marks)**

QUESTION FIVE

5.) Write the minutes of a meeting held by the Social Workers Club to deliberate on the progress of the club in which the patron was invited to be part of the meeting **(20mks)**