



# MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS  
2018/2019 ACADEMIC YEAR  
SECOND YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS  
BACHELOR SCIENCE IN PROJECT  
PLANNING AND MANAGEMENT**

**COURSE CODE: BPM 2207**

**COURSE TITLE: PROJECTS**

**COMMUNICATIONS**

**MANAGEMENT**

**DATE: 18<sup>TH</sup> APRIL 2019  
1300HRS**

**TIME: 1100 -**

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**INSTRUCTIONS TO CANDIDATES**

Answer Question **ONE** and any other **THREE** questions

### **QUESTION ONE**

Maji Safi project that was started in your sub county has been pronounced as a failure. "Communication was not effective," remarks one of the team members.

- i. Describe effective communication **(3 marks)**
- ii. Explain the typical barriers that affect decoding of communication in project Planning and Management **(12 marks)**
- iii. Discuss the typical external environmental factors affecting communications in project management **(10 marks)**

### **QUESTION TWO**

- a. Discuss the importance of the 5Hs and 1H in communications in project Management **(6 marks)**
- b. Identify the stakeholders to approach and briefly describe the role of each one of them **(9 marks)**

### **QUESTION THREE**

Giving practical examples explain the following terms

- a. Bridging the language gaps **(3marks)**
- b. Change situation **(3marks)**
- c. Body language **(3marks)**
- d. Status report **(3marks)**
- e. Project deliverables **(3marks)**

### **QUESTION FOUR**

- i. "our project manager is really skilled in communication." What do you mean? **(5 marks)**
- ii. Explain the main obstacles experienced in Project Management. **(6 marks)**
- iii. Describe the context in which obstacles in communication in project Management are normally encountered. **(4 marks)**

### **QUESTION FIVE**

Identify organizational process assets and discuss their importance in process of effective communication in Project Management.

**(15 marks)**

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**END**.....