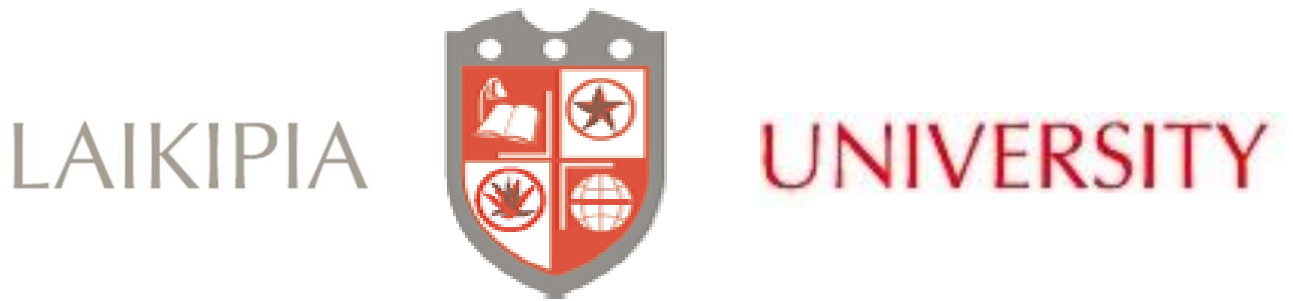




UNIVERSITY EXAMINATIONS

1ST SEMESTER 2025/2026 ACADEMIC YEAR

**FIRST YEAR EXAMINATIONS FOR
BACHELOR OF SCIENCE (AGED), (SHDS,
SSAT,SBE) PROGRAMMES**

COMS 111: COMMUNICATION SKILLS

STREAM: R

TIME: 2 HRS

DAY: MONDAY (14.30-16.30)

DATE: 26/01/2026

THIS QUESTION PAPER CONSISTS OF THREE (5 PAGES)

PLEASE DO NOT OPEN UNTIL THE INVIGILATOR SAYS SO.

INSTRUCTIONS TO THE CANDIDATES

1. Answer all questions
2. Marks for each question are indicated in the brackets.
3. Candidates are provided with a separate answer booklet
4. **DO NOT** write on this question paper.

SECTION A (15 marks)

- a) Briefly describe the following in communication. **(3 marks)**
 - i) sender
 - ii) message
 - iii) noise
- a) Describe three **forms of non-verbal communication** **(3 marks)**
- b) Briefly discuss any three of the 7Cs of effective communication **(6 marks)**
- c) Explain the disadvantages of grapevine in an organization. **(3 marks)**

SECTION B (15 marks)

- a) Imagine that you are attending a talk on good study habits. Explain **three** things you would do to ensure that you benefit the most from the talk. **(6 marks)**
- b) Describe four types of listening. **(4 marks)**
- c) As a speaker, you have realized that your audience are often distracted when listening. Describe **five** barriers to effective communication. **(5 marks)**

SECTION C

- a) Describe a national library and a public library. **(2 marks)**
- b) State two functions of each of the libraries in 'a' above. **(4 marks)**
- c) Identify any two sections of a library and give their functions. **(4 marks)**

SECTION D

Assume as graduate, you are invited to a fundraising event in aid of a community ICT project to benefit the youth. Write a short speech of about 300 words that you would deliver.

(15 marks)

SECTION E (15 marks)

a) Read the following passage and answer the questions after it

“There are very few secrets in the world today but surprisingly, secrets to success are a dime a dozen. Every other day a writer unveils a new secret to success and happiness. Today, I want to do the same. Hard work and determination are no longer secrets. In fact, they are nothing more than clichés. There is, however, one ‘secret’ to success that most people do not seem to have discovered – attitude. I think attitude is the main ingredient for success, irrespective of the circumstances in which you find yourself, for it is your attitude that determines where your hard work and determination lead. Ask any successful individual and they will tell you that no matter your aptitude, talent, genius and potential, it is impossible to reach the top with a negative attitude. The opposite is also true; regardless of the mediocrity of one’s aptitude, talent and potential, they can become successful with a positive attitude. Attitude is mindset. A positive attitude is therefore, an optimistic point of view. The reason why attitude is such an integral element of success is that it stems from the mind, like our thoughts and consequently, actions and decision (thinking is everything; what a man thinks, he becomes). An attitude is basically a mental thermostat. If you set it at the wrong calibration, you could very well freeze or boil yourself and, or others. Unfortunately, resetting is not as easy as setting a normal thermostat on an electrical gadget. We have all probably encountered people with lousy attitudes, individuals who will not accept to be corrected because they think they know it all or who will not take instructions because they think they are better. Also, there is a group that will never take responsibility because they always think someone else is to blame. The power of attitude cannot be overstated. Racism, terrorism, colonialism and sexual abuse are borne of attitudes. Attitude is also to blame for denying generations of capable Kenyan girls and women a chance to make a mark. A positive attitude helps one focus better on the more important things which means faster and better decisions and actions. Two examples will suffice. First is the “never say die” or “never give up” attitude. This is arguably the most common one in the world, yet one of the hardest to maintain, especially in the developing world, what with our kind of economy and leadership. Tales of unsuccessful applications and interviews abound among both the young and old. But while it is unquestionable that repetitive defeat and failure may take something out of you, the trick is to take something out of failure in return to make sure it never takes everything you have. It is extremely

difficult to wake up, energise and focus after failure, and that is where your attitude comes in. When every other instruments on your dashboard says “Quit” it says “Get up and go!” The bottom line is simple; lose the attitude and you lose the fight. The second and equally popular, is the dismissive or “I don’t give a damn” attitude. It seems to stem from the inherent trait of finding fault with everything good or bad. Learn to dismiss rumours and empty talk: people are tired of talking about the same thing. This is also a popular attitude with daring people who take risks amid rampant criticism and disparagement but go on anyway because theirs is an attitude of passion, conviction and self-belief. It is not possible to live your life based on what other people think; it is actually ridiculous to try. But must as one need to ignore the many wet blankets around, one must take caution not to throw out good criticism. Where criticism is valid and deserved, listen, accept and better still, heed it. In his famous passage titled “If” Rudyard Kipling wrote, If you can trust yourself when all other men doubt you but make allowance for the doubting too... then you are on your way to unbridled success.” Similarly, when you make mistakes acknowledge them and, more importantly, learn from them because the man who does not make mistakes usually makes nothing. So, is there a perfect attitude? Yes, keeping an open mind, open to criticism and praise, disaster and triumph, truth and lies. You will find yourself prepared for practically anything. In physical terms, attitude refers to the way we translate and project our attitude through our body posture, gait and general body demeanour. Gratitude, forgiveness and humility are attitudes of the human spirit. The greatest of course, is love – to love all people. It is lack of a positive spiritual attitude that makes parents hide their disabled children and people wanting to avoid HIV-AIDS sufferers.”

Questions

- i. Why does the writer think that attitude is important to success? **(2 marks)**
- ii. Give the relevance of the writer’s comparison between a thermostat and attitude. **(2 marks)**
- iii. What according to the passage are defining marks of someone with a negative attitude? **(2 marks)**
- iv. Give two statements that have been used to bring out the contrast between positive and negative attitudes. **(2 marks)**
- v. What is the greatest attitude according to the passage? **(1 mark)**
- vi. Describe a perfect attitude according to the passage. **(3 marks)**

Give the meaning of the following words as used in the passage

(3 marks)

overstated

suffice

wet blankets