



**HIGHER EDUCATION CERTIFICATE
END OF SEMESTER EXAMINATIONS - APRIL 2025**

PROGRAMME: HEC

YEAR/SEM: YEAR 1/SEMESTER 1

COURSE CODE: FDN 1102

NAME: COMMUNICATION AND STUDY SKILLS

DATE: 2025-04-23

TIME: 9:00AM-12:00PM

INSTRUCTIONS TO CANDIDATES:

1. Read the instructions very carefully
2. The time allowed for this examination is STRICTLY three hours
3. Read each question carefully before you attempt and allocate your time equally between all the Sections
4. Write clearly and legibly. Illegible handwriting cannot be marked
5. Number the questions you have attempted
6. Use of appropriate workplace examples to illustrate your answers will earn you bonus marks
7. Any examination malpractice detected will lead to automatic disqualification.

DO NOT WRITE ANYTHING ON THE QUESTION PAPER

Section A Answer all questions. Each question carries 4 marks.

Question 1:

What is **filtering in communication**? (1 mark)

- (a) Provide an example of filtering in a workplace setting. (1 marks)
- (b) How can excessive filtering distort a message? (2 marks)

Question 2:

What is the purpose of the three elements of an essay (4 marks)

- a) Introduction
- b) body
- c) conclusion

Question 3:

Name two communication models and briefly describe how each one explains the communication process. (4 marks)

Question 4:

List any four factors to consider when analyzing an audience before a speech or presentation. (4 marks)

Question 5:

Explain the purpose of **synonyms in spoken communication**. (2 marks)

- (a) How do synonyms enhance writing style and avoid repetition? (1 marks)
- (b) Provide a sentence and replace one word with its synonym to improve the sentence. (1 marks)

Question 6:

Write a thesis statement for the following essay topic: *"The Impact of Social Media on Professional Communication."* (4 marks)

Question 7:

Explain the difference between **active listening** and **passive listening** with examples. (4 marks)

Question 8:

Briefly explain any two psychological barriers and two environmental barriers to communication. (4 marks)

Question 9:

Define the term "audience" in communication. (1 marks)

- (a) How does understanding the audience improve the effectiveness of a message? (2 marks)
- (b) Give an example of an audience in a formal communication setting. (1 marks)

Question 10:

Mention and describe four types of non-verbal communication used in everyday interactions. (4 marks)

Section B Choose three (3) questions only. Each question carries 20 marks.

Question 1:

Using **six types of non-verbal communication**, explain how non-verbal cues can enhance or hinder effective communication. (20 marks)

Question 2:

Explain in detail the **five stages** of the writing process and how each contributes to effective writing. (20 marks)

Question 3:

Compare and contrast **the Linear, Interactive, and Transactional models of communication**, explaining their strengths and weaknesses. (20 marks)

Question 4:

Describe how filtering affects communication in academic and professional settings. Provide **three different scenarios** where filtering might cause misunderstanding or misinterpretation. (20 marks)

Question 5:

Write a well-structured **300-word expository essay** on *"The Importance of Good Communication Skills in academic success."* (20 marks)

Question 6:

Identify **five major communication barriers** and discuss how they can be overcome in an organization. Use examples to illustrate your points. (20 marks)