INTERNATIONAL UNIVERSITY OF EAST AFRICA

'Learning to Succeed'

HIGHER EDUCATION CERTIFICATE

END OF SEMESTER EXAMINATIONS - AUGUST 2025

PROGRAMME: HEC
YEAR/SEM: YEAR 1/SEMESTER 1
COURSE CODE: FDN 1102
NAME: COMMUNICATION AND STUDY SKILLS

DATE:
TIME:

INSTRUCTIONS TO CANDIDATES:

SECTION A

Answer all questions. Each question carries 4 marks. Total: 40 marks

Question 1:

1. **You are attending a group discussion in class. Identify two forms of communication you are likely to use and explain how they influence the effectiveness of the discussion. 4 Marks**

Question 2:

1. **A student constantly interrupts the lecturer with side comments during class. Using your knowledge of etiquette in communication, assess how this behavior affects both the sender and the audience. 4 Marks**

Question 3:

1. **Imagine you receive a message from your lecturer through a student WhatsApp group, but the meaning is distorted. What could have caused this filtering, and how can it be avoided in future communication? 4 Marks**

Question 4:

1. **During a class debate, one student speaks fluently but fails to engage the audience. From a communication skills perspective, what might be missing in their speaking approach? Suggest improvements. 4 Marks**

Question 5:

1. **How can poor presentation skills turn a well-researched topic into a boring experience for the audience? Provide two real-life examples and suggest remedies. 4 Marks**

Question 6:

1. **Write a paragraph explaining why time management is important for university students. Clearly show the topic sentence, supporting details, and concluding sentence. 4 Marks**

Question 7:

1. **You're asked to present a speech to a group of international students. What three factors would you consider in your audience analysis, and why are they critical? 4 Marks**

Question 8:

1. **Compare how formal and informal communication channels work in a university during exam season. What are the benefits and drawbacks of each in this context? 4 marks**

Question 9:

How can communication barriers like noise and assumptions affect your group assignment discussions? Use examples to support your analysis. 4 marks

Question 10:

Define the following terms: filtering, audience, verbal communication and non verbal communication. 4 marks

Question 11:

What is a topic sentence in a paragraph? Why is it important in academic writing? 4 marks

Question 12:

Define a synonym and give two examples. Explain how using synonyms improves academic writing. 4 marks

Question 13:

Define an antonym and give two examples. How does learning antonyms help in vocabulary development? 4 marks

Question 14:

Identify and explain two major types of communication barriers. How can each be reduced? 4 marks

Question 15:

What is effective paragraphing? Explain one problem that may arise if a student fails to apply it. 4 marks

Question 16:

Define public speaking. What is one fear students have during public speaking and how can they overcome it? 4 marks

Question 17:

What is the difference between listening and hearing? Give one example of each in a classroom setting. 4 marks

Question 18:

Explain why using informal language in a formal email to a lecturer may be inappropriate. Suggest a better alternative. 4 marks

Question 19:

Define feedback in communication. Why is feedback important when giving a presentation? 4 marks

Question 20:

What is the importance of studying synonyms and antonyms in communication and

study skills? 4 marks

SECTION B

Choose any three (3). Each question carries 20 marks. Total: 60 marks

Question 1:

1. **Using your own university experience, describe how formal and informal communication channels coexist.**
   Analyze the pros and cons of each, and how students can use both responsibly to maintain professional relationships. 20 marks

Question 2:

1. **Write an essay explaining how poor listening habits can negatively affect academic performance and group collaboration.**
   Your essay should include examples, well-structured paragraphs, and clear transitions. 20 marks

Question 3:

1. **Describe a moment where misunderstanding occurred during a group assignment.**
   Analyze the communication process and identify which type of **filtering** may have contributed. Suggest how such issues can be avoided in the future. 20 marks

Question 4:

1. **You are invited to speak at a community event about youth leadership.**
   Describe the steps you would take to analyze your audience and tailor your message appropriately. Include examples of what to consider and why. 20 marks

Question 5:

1. **Compare and contrast verbal, non-verbal, and written forms of communication.**
   Use examples from your daily academic life to illustrate their strengths and limitations in various contexts. 20 marks

Question 6:

1. **Explain how etiquette in communication affects the lecturer-student relationship.**
   Use a case study approach to demonstrate what happens when etiquette is ignored and how conflicts can be resolved through respectful communication. 20 marks

Question 7:

1. **You are part of a student council planning an awareness campaign.**
   Discuss how you would combine different **communication channels** (email, posters, announcements) for maximum impact. Include limitations of each. 20 marks

Question 8:

1. **“Knowing how to speak is not the same as knowing what to say.”**

Discuss this statement using examples from class presentations. Identify key **speaking skills** and explain their impact on message clarity and persuasion. 20 marks

Question 9:

What are some simple ways students can overcome such cultural communication problems? 20 marks

Question 10:

Why is active listening more useful for students in class? 20 marks