INTERNATIONAL UNIVERSITY OF EAST AFRICA
'Learning to Succeed'

HIGHER EDUCATION CERTIFICATE

END OF SEMESTER EXAMINATIONS - DECEMBER 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

Attempt all the numbers in this section

Question 1:

Define the following elements of communication giving an example for each. (4 marks)

a) The medium

b) The receiver

c) Encoding

d) Decoding

Question 2:

Mention any four examples of mediums of communication. (4 marks)

Question 3:

Mention any four examples of informal means of communication. (4 marks)

Question 4:

Explain any four ways in which barriers of communication can be prevented. (4 marks)

Question 5:

Mention any four instances where it is unavoidable to use written communication (4 marks)

Question 6:

Define the following C's that are essential in communication. (4 marks)

a) Correctness

b) Clarity

c) Courteousness

d) Completeness

Question 7:

Mention any four examples of non verbal communication. (4 marks)

Question 8:

Mention any four forms of written communication. (4 marks)

Question 9:

Mention any four things that can be done to facilitate effective group discussions. (4 marks)

Question 10:

Mention any four things you can do to deliver a public speech effectively. (4 marks)

Question 11:

Explain any two reason why it is not advisable to use social media as a formal means of communication at work. (4 marks)

Question 12:

You have some crucial sensitive information to tell your lecturer. What medium would you use? Give two. (4 marks)

Question 13:

Mention any four examples of physical barriers. (4 marks)

Question 14:

When is communication effective? (4 marks)

Question 15:

Mention any four importance of written communication. (4 marks)

Question 16:

Explain any two advantages of intensive reading. (4 marks)

Question 17:

Distinguish between selective and therapeutic listening. (4 marks)

Question 18:

Explain two reasons why it is important to edit one's work before publishing it. (4 marks)

Question 19:

Mention any four principles of listening. (4 marks)

Question 20:

Explain any two ways we can overcome barriers in communication. (4 marks)

SECTION B

Choose three (3) numbers only.

Question 1:

a) Communication is a very important aspect in human life. Mention the importance of communication.

(10 marks)

b) What challenges do people face when communicating. (10 marks)

Question 2:

With examples, explain five types of communication barriers. (20 marks)

Question 3:

a)Mention any four types of listening. (4 marks)

b) What can be done to improve listening? (16 marks)

Question 4:

a) Explain the five stages of the writing process. (10 marks)

b) Explain at least five characteristics of written communication. (10 marks)

Question 5:

a) Differentiate between skimming and scanning. (4 marks)

b) One of your friends has bad reading habits. Suggest for him what to do to improve his reading habits. (16 marks)

Question 6:

a) An introduction is important in both oral and written communication. Mention four things that could be included in an introduction. (4 marks)

b) What is the importance of an introduction? (16 marks)

Question 7:

a) Public speaking is a very important aspect. Why is it important? (10 marks)

b) Mention the qualities of a good public speaker. (10 marks)

Question 8:

Your friend has a research presentation scheduled to take place two weeks from now but is scared to speak in public. Advise him or her on what to do to prevent the stage fright. (20 marks)

Question 9:

You fell sick during the period when coursework two was being done. As a result, you missed

the second Communication skills coursework which you have to do before you do the exam. Write a letter to Faculty administrator requesting for the coursework. (20 marks)

Question 10:

Reading is an essential thing in day to day life. Write a well structured expository essay of 300 words discussing the benefits of reading. (20 marks)