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University Examinations 2023/2024

FIRST YEAR, FIRST SEMESTER EXAMINATION FOR THE CERTIFICATE IN
INFORMATION TECHNOLOGY

UCU 1102: COMMUNICATION SKILLS

DATE: APRIL 2024

TIME: 1¹/₂ HOURS

INSTRUCTIONS:

1. Answer Question ONE, and any other TWO
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QUESTION ONE (30 MARKS)

a) Define the following terms as used in communication skills

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|-------------|------------|
| a. Message | (2 marks.) |
| b. Encoding | (2 marks.) |
| c. Feedback | (2 marks.) |
| d. Channel | (2 marks.) |
| e. Decoding | (2 marks.) |

b) Differentiate the following types of communication.

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|---|------------|
| a. Internal and External communication. | (2 marks.) |
| b. Formal and Informal communication. | (2 marks.) |
| c. Interpersonal and Intrapersonal communication. | (2 marks.) |

c) Outline the meaning of the following terms. (3 marks.)

- a. Etiquette
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- b. Protocol
- c. Diplomacy.

- d) List 3 types of reports. (3 marks)
- e) List 2 methods of data collection (2 marks)
- f) Outline 4 possible challenges faced during interviews (4 marks)
- g) State two types of meetings. (2 marks.)

QUESTION TWO 15 MARKS.

- a) State 5 types of official meetings. (5 marks.)
- b) State 4 advantages of an Agenda before a meeting. (4 marks.)
- c) State 3 roles of a chairman during a meeting. (3 marks)
- d) State 3 types of minutes. (3 marks.)

QUESTION THREE 15 MARKS

- a) State 4 types of punctuations used in writing. (4 marks)
- b) State 3 reasons of writing a memo in an organization. (3 marks)
- c) State four types of essays used in communication (4 marks)
- d) State four types of customers one can interact with. (4 marks)

QUESTION FOUR 15 MARKS

- a) Elaborate the following terms as used in communication. (3 marks.)
 - a) News.
 - b) News release.



- c) Press release.
- b) Outline 4 features of advertisement. (4 marks)
- c) State 4 roles of a customer care officer. (4 mark)
- d) State 2 features and 2 purposes of a notice. (4 marks)

