



AMREF INTERNATIONAL UNIVERSITY

SCHOOL OF PUBLIC HEALTH

DEPARTMENT OF COMMUNITY HEALTH

DIPLOMA IN COMMUNITY HEALTH

END OF SEMESTER EXAMINATION, SEPTEMBER-DECEMBER 2022

DCHP 111: COMMUNICATION SKILLS

DATE : 30th November 2022

TIME : Two (2) Hours

Start: 2.00 PM **Stop:** 4.00 PM

Instructions

- 1) This paper has Section A and B
- 2) Answer **ALL** questions in Section A
- 3) For Section B, answer any two (2) questions of your choice
- 4) Use the university examination booklets provided. Do Not write anything on the question paper
-use the back of your booklet for rough work if need be
- 5) Write your student registration number on all your answer sheets

SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION (20 MARKS)

1. Define the following terms as used in communication (3marks)
 - a) Etiquette
 - b) quorum
 - c) grapevine communication
2. Outline three causes of poor communication in an organization (3marks)
3. Highlight THREE reasons that may have led to the increase use of mobile phones as a means of communication (3marks)
4. Highlight each of the following types of non-verbal communication (3marks)
 - a) Physical appearance
 - b) Proximity
 - c) Facial Expression
5. Outline three ways in which an individual may enhance effective listening (3marks)
6. State two reasons that make WhatsApp message inappropriate as means of business communication (2marks)
7. Outline three uses of feedback in the communication process. (3marks)

SECTION B: ANSWER ANY TWO QUESTIONS (40 MARKS)

8. You have been invited for an interview for a position of community health worker at Maisha Mapya Kenya Foundation which is looking for someone to help improve health in hard to reach community. Assuming you have been invited for an interview.
 - a) Explain five ways in which you may prepare to ensure success in the interview. (10 marks)
 - b) Write a Curriculum Vitae that you will present to the director showing the reasons you are the most suitable candidate for the position. (10 marks)
9. The management of the organization you work intends to carry out an inspection of operations in two week's time. As the Assistant Operations, write a memorandum to all the members of staff informing them about the event. (20 marks)
10. You are the secretary of the welfare committee of Jibu Enterprises. The committee recently had a meeting in which the following agenda items were discussed
 - i. Starting a poultry project
 - ii. Increasing monthly contributions
 - iii. Trip to LamuWrite the minutes of the meeting. (20 marks)