



REFORMED CHURCH UNIVERSITY

**FACULTY OF EDUCATION AND SOCIAL SCIENCES
BACHELOR OF EDUCATION HONOURS DEGREE IN
EARLY CHILDHOOD DEVELOPMENT**

**INTRODUCTION TO COMMUNICATION SKILLS
HECD 115**

PART 1 SEMESTER 1 EXAMINATION

TOTAL MARKS [100]

DATE: FEBRUARY 2023

Time: 3 Hours

INSTRUCTIONS

1. This paper has *five (5)* questions
2. Answer any *three (3)* questions
3. Each question carries *100 marks*
4. Start each question on a new page

1. Discuss how good communication can enhance the effective operation of any organization of your choice. (100 Marks)

2. (i) Explain the meaning of 'barriers to communication. (15 Marks)

(ii) Using practical examples, examine how you may eliminate any 5 barriers to effective communication of your choice. (85 Marks)

3. Assess the nature and scope of the communication process. (100 marks)

4. (i) Explain the importance of 'proper citations' in academic writing. (15 Marks)

(ii) Examine any 4 (four) strategies a student may employ to avoid plagiarism in academic writing. (85 Marks)

5. Examine how non-verbal communication may be used to convey important messages in an organization of your choice. (100 Marks)

End of Paper