



REFORMED CHURCH UNIVERSITY

FACULTY OF EDUCATION AND SOCIAL SCIENCES

DIPLOMA IN SOCIAL WORK

INTRODUCTION TO COMMUNICATION SKILLS

DSW 104

Part 1 Semester 1 Examination

Total Marks [100]

Date: October 2024 2024

Time: 2 Hours

INSTRUCTIONS

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

- 1) Examine the importance of feedback in the communication process.
(100)
- 2) Discuss the difference between hearing and listening showing how a university students can improve their listening skills. (100)
- 3) Justify the reasons for citing and referencing in academic writing.
(100)
- 4) Briefly comment on the effectiveness of any three of the following channels of communication. (100)
 - A) Billboard
 - B) Newspaper
 - C) Radio
 - D) Telephone
 - E) Emails.
- 5) Explain any five barriers to effective communication. (100)

End of paper