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SCHOOL OF COMMUNICATION AND COMPUTER STUDIES
DEPARTMENT OF COMMUNICATION STUDIES
CERTIFICATE IN COMMUNICATION STUDIES
FINAL EXAM
JANUARY-APRIL 2024/2025 SEMESTER
MODE: REGULAR
NAKURU CAMPUS
CCOM 1101 INTRODUCTION TO COMMUNICATION

DATE: APRIL 2025 **TIME: 2 HOURS**

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INSTRUCTIONS: Answer all questions in SECTION A and Attempt two Questions in Section B

SECTION A: Answer all questions

QUESTION ONE

a) State the five types of communication (5marks)

b) Explain five functions of communication. (5marks)

c) Outline any five barriers to effective communication (5marks)

d) List five advantages of written communication (5marks)

e) Define noise in Communication and give three examples of noise. (5 marks)

f) Differentiate interpersonal communication from intrapersonal communication. (5mark)

SECTION B: Answer any two questions.

QUESTION TWO

a) Explain the following terms used in non-verbal communication.

1) Proxemics

2) Hap tics (5marks)

b) Discuss five barriers to listening. (10 marks)

QUESTION THREE

a) State four models of communication. (7marks)

b) List the four principles of Interpersonal Communication. (8marks)

QUESTION FOUR

a) Explain any five channels through which non-verbal communication occurs. (10marks)

b) Using three examples, describe visual communication and give three examples. (5marks)

QUESTION FIVE

a) Explain the elements of communication. (12marks)

b) List any three types of listening. (3marks)

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