



ZIMBABWE EZEKIEL GUTI UNIVERSITY

**FACULTY OF HERITAGE, HUMANITIES AND SOCIETAL
ADVANCEMENT**

DEPARTMENT OF DEVELOPMENT, PROGRAMMING AND MANAGEMENT

EXAMINATION PAPER

COURSE CODE : UWC 140
COURSE TITLE : Communication Skills
SPECIAL REQUIREMENTS : None
DURATION : 3 Hours
LEVEL : 1.1
DATE :/24 **11 JUN 2024**

INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue.
2. Answer ONE question in Section A and any two (2) questions in Section B.
3. The number of marks for each question or part question is shown in brackets [].
4. Begin each answer on a new page.
5. **DO NOT OPEN THIS PAPER UNTIL THE INVIGILATOR INSTRUCTS YOU.**

SECTION A (COMPULSORY)

1. a) Demonstrate your understanding of the following terms with the aid of illustrations:
 - i. Effective communication (2)
 - ii. Communication problem (2)
 - iii. Intentional communication (2)
 - iv. Unintentional communication (2)
 - v. Feedback (2)

- b) Give two viable definitions of communication and discuss merits and demerits of each of them. (15) [25]

SECTION B

2. "The most important thing in communication is to hear what isn't being said." (Peter F. Drucker). Examine the significance of nonverbal communication in light of the given quotation. [25]

3. Given the knowledge of essay writing you have acquired during this course, advise a novice tertiary student on the structure and style of an essay. [25]

4. Examine the centrality of feedback in the communication process. In your examination, suggest ways that interlocutors may make use of feedback to improve communication. [25]

5. **Situation:** *You are a third-year Shona speaking student at ZEGU who has been offered a work-related learning placement at a young organisation based in Matabeleland. You have a torrid time coming to terms with the operational procedures of the organisation, whose structure you are also yet to understand. Your role involves actively engaging the organisation's internal and external stakeholders, who are largely Ndebele speaking.*

Tasks:

- i. Given the above, identify and explain all the communication problems you and the organisation are likely to encounter. (10)
- ii. Prescribe possible solutions to the problems you have identified above. (15) [25]