



PAN AFRICA CHRISTIAN UNIVERSITY
SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
END OF SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF ARTS IN COUNSELING PSYCHOLOGY
BACHELOR OF COMMERCE
BACHELOR OF THEOLOGY
DIPLOMA IN COUNSELING PSYCHOLOGY
SEPTEMBER -DECEMBER 2025 TRIMESTER

CAMPUS: ROYSAMBU

DEPARTMENT: COMMUNICATION, LANGUAGES

COURSE CODE: UCC104

COURSE TITLE: COMMUNICATION SKILLS

EXAM DATE: MONDAY 15TH DECEMBER 2025

TIME: 8:30AM-10:30AM

EXAM DURATION: 2 HOURS

INSTRUCTIONS

- Read all questions carefully before attempting.
- Write your **student number** on the answer booklet provided.
- This paper consists of **TWO** sections.
- Answer **all** Questions in **Section A** and any other **two** questions from **Section B**
- ALL other PAC University examinations rules and regulations apply

SECTION A – COMPULSORY

Question 1 (30 marks)

- a. Discuss communication as a skilled performance (5mks).
- b. Using a specific real or hypothetical situation, show how each element of the communication process operated in that situation (5mks)
- c. Explain how the elements (in b above) contributed to the final communication outcome. (5mks)
- c. Outline **FIVE** importance of effective communication in professional and personal contexts (10mks).
- d. Highlight **FIVE** communication skills (5mks)

SECTION B – Attempt any two questions

Question 2 (15 marks)

- a. Explain **THREE** models of communication, providing examples for each. (9 marks)
- b. Discuss **TWO** roles of verbal and non-verbal communication in professional communication. (6 marks)

Question 3 (15 marks)

- a) Drawing from a power company that is experiencing consistent outages,
 - i. Analyze **FOUR** barriers to communication that may arise within the organization or between the organization and its stakeholders. (8mks)
 - ii. For each barrier, explain how it could impact service delivery or stakeholder relations. (4mks)
 - iii. Reflect on practical strategies that could be used to address or minimize these barriers. (3 mark).

b) Hey prof, wassup! I didn't manage to submit the assignments early enough due to these hustles in town and family stuff. The point is, communication should be two way so that problems in orgnaizations are resolved. You gat me!

Using the aforementioned text, Rewrite it into a formal academic e-mail suitable for submission to a university professor (5mks)

Question 4 (15 marks)

- a. Draw **FOUR** similarities and **FOUR** differences between mass communication and public communication in professional practice. (10 marks).
- b. Using practical workplace examples like Safaricom, outline **FIVE** ways in which oral communication and organizational skills are important in workplace interactions. (5 marks)