



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

**END OF SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF ARTS IN COMMUNICATION**

JANUARY-APRIL 2019 SEMESTER

CAMPUS: ROYSAMBU

DEPARTMENT: COMMUNICATION, LANGUAGES & LINGUISTICS

COURSE CODE: DCO303

COURSE TITLE: COMMUNICATION FOR PROJECT MANAGEMENT

EXAM DATE: THURSDAY 11th APRIL 2019

DURATION: 3 HOURS

TIME: 9:00AM-12:00PM

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- Write your **STUDENT NUMBER** in the Answer Booklet given
- *Write clearly and legibly.*
- This paper consists of **Six (6) questions.**
- Answer Question **ONE** and any other **THREE** questions
- *ALL PAC University's examination rules and regulations apply*

QUESTION ONE: COMPULSORY

- a) Give five reasons for communication for project management. (5 marks)
- b) Highlight four barriers to effective project communication planning. (4 marks)
- c) Explain five ways to ensure effective project communication. (5 marks)
- d) Describe a project communication plan. (6 marks)
- e) Distinguish between a project communication requirements matrix and a role report matrix. (6 marks)
- f) Explain four benefits of using the role report matrix. (4 marks)

QUESTION TWO

- a) Describe the steps involved in creating a project communication plan. (8 marks)
- b) Explain how you will ensure an effective project communication plan. (12 marks)

QUESTION THREE

- a) Describe the steps involved in creating the following:
 - i. A project communication requirements matrix. (6 marks)
 - ii. A role report matrix. (6 marks)
- b) Describe four communication reports contained in the role report matrix. (8 marks)

QUESTION FOUR

- a) State four key areas to focus on in lessons learned in a role report matrix. (4 marks)
- b) Explain four benefits of lessons learned in a role report matrix. (4 marks)
- c) Describe four benefits of face-to-face interactions in project communication. (4marks)
- d) List four things you should do to prepare and deliver effective communication for project management presentations. (4 marks)
- e) State four disadvantages of using e-mail to distribute project information. (4 marks)

QUESTION FIVE

- a) Explain any five virtual communicating methods. (10 marks)
- b) Using relevant examples, describe five challenges that virtual teams face. (10 marks)

QUESTION SIX

- a) Explain five strategies you can use to manage virtual project teams. (10 marks)
- b) You are a project communication manager. Describe five guidelines you can use to ensure an effective virtual project team. (10 marks)