

**BINDURA UNIVERSITY OF SCIENCE EDUCATION**  
**DEPARTMENT OF LANGUAGES AND COMMUNICATION SKILLS**  
**FINAL EXAMINATION**

**PC 103: COMMUNICATION SKILLS**

**DURATION: THREE HOURS**

JUN 2023

**INSTRUCTIONS TO CANDIDATES:**

- Section A is **compulsory**.
- Answer any **TWO (2)** questions from Section B.
- Marks for each question are indicated in brackets.
- Write legibly in the English Language.
- Errors in grammar, punctuation, and spelling will be penalised.
- Credit will be given for clear, well organised, and coherent responses.

**SECTION A (COMPULSORY)**

1. Explore the advantages and disadvantages of using e-learning. [25 marks]

**SECTION B: (ANSWER ANY TWO QUESTIONS FROM THIS SECTION)**

2. a) Briefly discuss and provide illustrations for the following forms of non-verbal communication: [10 marks]
- i. Proxemics
  - ii. Haptics
  - iii. Chronemics
  - iv. Kinesics
  - v. Dressing
- b) Discuss any four functions of non-verbal communication with aid of detailed illustrations. [15 marks]
3. a) Define writing and outline the importance of improving one's writing skills. [5 marks]
- b) Write a report on the COVID-19 imposed virtual learning. In your report, which must be between 300-400 words, you may consider the points below:
- The impact of full lockdown on education;
  - Initial feelings/attitudes/experiences/reactions to virtual learning;
  - Progress that has been made in various learning areas;
  - Challenges that students and lectures have faced, and possible solutions;
  - Recommendations for the future. [20 marks]
4. Identify and discuss the zones of communication that you learnt for this course. In your discussion, explain how your knowledge of these zones has improved your interpersonal skills. [25 Marks]
5. Explore the following levels of communication, outlining factors that affect each of them:
- a) Intrapersonal communication [5 marks]
  - b) Interpersonal communication [5 marks]
  - c) Small group communication [5 marks]
  - d) Public communication [5 marks]
  - e) Mass communication [5 marks]

**END OF EXAMINATION PAPER**