

PROGRAMME NAME	
CANDIDATE REG NUMBER	

BINDURA UNIVERSITY OF SCIENCE EDUCATION  
FACULTY OF SOCIAL SCIENCES AND HUMANITIES  
DEPARTMENT OF LANGUAGES AND COMMUNICATION SKILLS

JAN 2025

FINAL EXAM (2)

PC 103: COMMUNICATION SKILLS

DURATION: 2HRS

TOTAL MARKS: 50

INSTRUCTIONS TO CANDIDATES

- ANSWER ALL QUESTIONS
- CIRCLE THE CORRECT ANSWER IN THE MULTIPLE CHOICE SECTION
- WRITE ELIGIBLY IN THE ENGLISH LANGUAGE
- ERRORS IN GRAMMAR, PUNCTUATION AND SPELLING WILL BE PENALISED
- CREDIT WILL BE GIVEN TO CLEAR, WELL ORGANISED AND COHERENT RESPONSES

SECTION A

1. Which of the following best describes "personal distance"?

- A) Used for close friends and family
- B) Typical for casual acquaintances
- C) Commonly used in public speaking
- D) Reserved for formal interactions

2. How might ethnocentrism affect communication between cultures?

- A) It promotes understanding and acceptance
- B) It leads to a belief that one's own culture is superior
- C) It encourages open dialogue
- D) It has no impact on communication

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3. Which of the following best describes "noise" in the communication process?

- A) Feedback from the receiver
- B) Any interference that distorts the message
- C) The context of the communication
- D) The emotional tone of the message

4. Which barrier arises from differences in language proficiency?

- A) Physical barrier
- B) Semantic barrier
- C) Emotional barrier
- D) Cultural barrier

5. Which of the following strategies can help overcome barriers to effective communication?

- A) Ignoring feedback
- B) Using clear and simple language
- C) Speaking louder without addressing misunderstandings
- D) Maintaining rigid communication styles

6. How can shorthand improve the efficiency of note-taking?

- A) By making notes longer
- B) By allowing the writer to capture information quickly
- C) By eliminating the need for understanding content
- D) By reducing the amount of information recorded

7. Which abbreviation might be used to indicate "approximately" in notes?

- A) -
- B) @
- C) &

D) %

8. How does eye contact influence communication?

- A) It has no impact on conversation quality
- B) It can convey confidence and sincerity
- C) It is only important in formal settings
- D) It distracts from the spoken message

9. What does a lack of eye contact typically indicate in a conversation?

- A) Confidence and engagement
- B) Disinterest or discomfort
- C) Agreement with the speaker
- D) Strong understanding of the topic

10. How do digital platforms affect interpersonal interactions?

- A) They encourage deeper personal connections
- B) They often reduce the richness of communication
- C) They eliminate the need for social skills
- D) They have no effect on communication dynamics

11. Which of the following can enhance clarity in digital communication?

- A) Using complex jargon
- B) Including visuals and clear formatting
- C) Writing lengthy paragraphs without breaks
- D) Avoiding punctuation

12. Which element of the communication process involves the interpretation of the message?

- A) Encoding
- B) Decoding

- C) Feedback
- D) Context

13. What is the significance of the receiver in the communication process?

- A) The receiver has no influence on the outcome of the communication
- B) The receiver is responsible for decoding and interpreting the message
- C) The receiver only provides feedback
- D) The receiver's role is to create the message

14. What technique can enhance listening skills?

- A) Multitasking while listening
- B) Summarizing key points after the speaker finishes
- C) Avoiding eye contact
- D) Ignoring nonverbal cues

15. How can feedback improve speaking skills?

- A) By making the speaker defensive
- B) By providing insight into audience understanding
- C) By creating confusion
- D) By discouraging the speaker

16. What does critical reading involve?

- A) Accepting all information as true
- B) Analyzing and evaluating the text
- C) Reading without questioning
- D) Only focusing on the conclusion

17. Which of the following is essential for effective writing?

- A) Using overly complex language

- B) Clarity and organization of ideas
- C) Ignoring grammar rules
- D) Writing without any revisions

18. What is a common effect of multitasking while listening?

- A) Improved retention of information
- B) Increased understanding of the message
- C) Decreased comprehension and retention
- D) Enhanced focus on the speaker

19. Which of the following is a technique to engage an audience while speaking?

- A) Using complex terminology
- B) Asking rhetorical questions
- C) Reading verbatim from notes
- D) Ignoring audience reactions

20. Which reading strategy involves making predictions about the content?

- A) Scanning
- B) Pre-reading
- C) Intensive reading
- D) Summarizing

21. What is the purpose of including citations in academic writing?

- A) To avoid giving credit to original sources
- B) To support claims and provide evidence
- C) To complicate the writing process
- D) To make the text longer

22. What does eye contact typically indicate in a conversation?

- A) Disinterest
- B) Engagement and attentiveness
- C) Nervousness
- D) Distrust

23. What role do facial expressions play in nonverbal communication?

- A) They have no impact on the message
- B) They can convey emotions and reactions
- C) They only distract from verbal messages
- D) They are irrelevant in digital communication

24. What is the impact of mirroring in nonverbal communication?

- A) It creates confusion
- B) It can build rapport and establish connection
- C) It is irrelevant to the conversation
- D) It makes the interaction awkward

25. How can silence play a role in nonverbal communication?

- A) It is always a sign of disagreement
- B) It can indicate contemplation, discomfort, or agreement
- C) It has no significance
- D) It only confuses the speaker

26. What type of source provides opinions and interpretations rather than factual data?

- A) Primary sources
- B) Secondary sources
- C) Tertiary sources
- D) Academic journals

27. What constitutes a bias in a source of information?

- A) Presenting information neutrally
- B) Favoring one viewpoint without considering others
- C) Providing multiple perspectives
- D) Relying on statistics

28. How should the body paragraphs of an essay be structured to enhance communication?

- A) Each paragraph should address a different topic
- B) Each paragraph should start with a clear topic sentence
- C) Paragraphs should be written in any random order
- D) Length should be prioritized over clarity

29. How can clarity be enhanced in essay writing?

- A) By using complex language and jargon
- B) By writing long and convoluted sentences
- C) By choosing precise words and straightforward sentences
- D) By avoiding topic sentences in paragraphs

30. Which type of listening focuses on understanding emotions and feelings?

- A) Critical listening
- B) Informational listening
- C) Empathetic listening
- D) Selective listening

## SECTION B

Describe the steps involved in the process of writing an assignment. Explain the significance of each step in producing a high-quality academic paper.

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