NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

BACHELOR OF SCIENCE (HONOURS) DEGREE IN LIBRARY AND INFORMATION SCIENCE

PART 1 FIRST SEMESTER JULY 2013 SUPPLEMENTARY EXAMINATIONS

ILI 1105: COMMUNICATION SKILLS

TIME: 3 HOURS

Instructions to candidates:
1. All questions in Section A are **compulsory.**
2. Each question carries 25 marks.
3. Answer any **three (3)** questions from Section B. (Each carries 25 marks).
4. Importance is attached to accuracy, clarity, good writing skills, and depth of thought, NOT LENGTH.
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Section A

1.1   What is information literacy and why is it a lifelong learning process?   [2 marks]

1.2   Define the following:

    a) Periodicals
    b) CD-ROM
    c) Internet
    d) Call number
    e) Database
    f) Search engines
    g) Electronic journals
    h) Synonyms
    i) Truncation
    j) Wildcards
    k) Boolean logic
    l) Encyclopaedias

        [6 marks]

1.3   You are looking for information for the assignment below. Outline a search strategy based on the four-step online search process. DO NOT ANSWER THE QUESTION.   Simply describe your search strategy.   [5 marks]

"E-learning could dramatically develop tertiary education in sub-Saharan Africa, empowering millions of university students to learn more independently and effectively than ever before." Discuss.

1.4   Define plagiarism as stated in the NUST Yearbook.   [1 mark]

1.5   Besides avoiding plagiarism, explain the rationale behind referencing.   [3 marks]

1.6   State two (2) reasons why you may want to use a quotation in your assignment.   [2 marks]

1.7   List four (4) elements that are required when referencing a website using the Harvard style.
                                                                                  [2 marks]

1.8   What is the difference between a reference list and a bibliography?   [2 marks]

1.9   How can Reference Management software be used to manage references? Give examples.
                                                                                  [2 marks]

Section B

2.   Write an essay justifying the use of the SQR3R method of reading.   [25 marks]

3.   What makes an effective oral presentation? How should one go about preparing for and delivering it?   [25 marks]

4.1   Describe the differences between formal, informal and semi-formal emails, giving examples of when each could be used.   [10 marks]

4.2.   You are working on a research project and need to interview Professor Jacob Ndebele, an expert at the the University of KwaZulu -Natal in Durban, South Africa. Write an ppropriate email, introducing yourself and your project, requesting an interview and suggesting where, when and how it might take place - if he is agreeable. His email address is jacob.ndebele@ukzn.ac.za . Use a typical email template and format.   [15 marks]

5.1   Put yourself in the position of an interviewer wanting to recruit the best candidate for a job. What is an effective way to interview job applicants?   [12 marks]

5.2   Now, put yourself in the position of an interviewee. How would you prepare for and conduct yourself in a job interview?   [13 marks]

6.   What are some of the main barriers to effective interpersonal communication and how might we overcome these to greatly improve our interactions with others?   [25 marks]

END OF PAPER