



**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**FACULTY OF COMMUNICATION AND INFORMATION SCIENCE**  
**DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE**

**ILI 1105/1108 Communication Skills/Communication Theory and Practice**

**Examination Paper**

**December 2024**

This examination paper consists of 3 pages

**Time Allowed:** 3 hours

**Total Marks:** 100

**Special Requirements:** None

**INSTRUCTIONS**

1. All questions in Section A are compulsory.
2. Answer any three (3) questions from Section B.
3. Each question carries 25 marks each.

Importance is attached to accuracy, clarity, good writing skills and depth of thought, NOT LENGTH

**MARK ALLOCATION**

<b>QUESTION</b>	<b>MARKS</b>
1.	25
2.	25
3.	25
4.	25
<b>TOTAL</b>	<b>100</b>

**Section A: Question 1 (Compulsory, Total 25 marks)**

- i. Define plagiarism. [1 Marks]
- ii. Briefly describe 2 strategies you can use to avoid plagiarism. [4 Marks]
- iii. What does *et al* mean? [1 Marks]
- iv. Differentiate between the following:
  - a. scanning and scheming. [2 Marks]
  - b. hearing and listening. [2 Marks]
  - c. a reference list and a bibliography. [2 Marks]
  - d. academic and professional writing. [2 Marks]
- v. Afternoon Ma'am. The report you told me to write is not ready, coz I was sick, very sick.  
Can I get an extension?
  - a. Identify the characteristics of this message which make it inappropriate. [2 Marks]
  - b. Write it out appropriately. [3 Marks]
- vi. Identify and explain 2 skills you need for effective speech delivery. [3 Marks]
- vii. Briefly explain how you would prepare for an interview. [3 Marks]

**Section B: Answer 3 Questions**

2. Describe the communication barriers you may encounter in a training session and explain how you would minimise them. [25 Marks]
3. Without feedback, there is no effective communication. Discuss this assertion by referring to two models of communication. [25 Marks]
4. Explain the importance of five characteristics of an information literate student. [25 Marks]
5. An organization can rise or fall on its leader. By referring closely two specific leadership styles, explain how they can affect communication and achievement of organizational goals. [25 Marks]
6. Discuss how the use of technology has affected communication in your area of study. [25 Marks]

**END OF EXAMINATION PAPER**