



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

ILI 1105 Communication Skills

Examination Paper

November 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

QUESTION	MARKS
1.	25
2.	25
3.	25
4.	25
TOTAL	100

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

- i. What is the difference between primary sources of information and secondary sources of information? [4 marks]
- ii. List and explain any four (4) elements of communication, and what role they play in the process of communication. [8 marks]
- iii. List, in the correct order, using the Harvard referencing system, **ALL** the elements required in a reference list entry for a 7th edition book edited by 2 authors. [4 marks]
- iv. Briefly describe the structure of an essay in academic writing. [4 marks]
- v. Define listening and critical thinking. What is the relationship between the 2? [4 marks]
- vi. What distinguishes a reference list from a bibliography? [1 mark]

Section B: Answer Any Three (3) Questions

2. Analyze the 4 levels of communication. What are the characteristics, pros and cons of each level? How does your knowledge of these levels enhance your university learning? [25 marks]
3. Compare and contrast the characteristics of any 2 types of academic writing. Which one do you think is more effective, and why? [25 marks]
4. A leader's leadership style is important, in so far as it informs the direction and culture of the organization they lead. Critically analyze the two (2) main styles of leadership, showing how the 2 differ from each other. Which one do you think is more effective, and why? [25]

5. Today, many companies conduct over half of their business either on the phone or through social media. It is essential, therefore, that all employees be familiar with proper telephone etiquette, and be social media savvy. What is proper business telephone etiquette, and what are the basics of social media interaction. [25 marks]

6. Critique the importance of research in academic writing. [25 marks]

END OF EXAMINATION PAPER