

SECTION A: (55 marks)

Answer ALL questions in this section.

1. Explain each of the following forms of downward communication used in an organization:
(a) bulletins; (4 marks)
(b) employees handbook. (4 marks)
2. State three features of an effective poster as a medium of communication. (3 marks)
3. Explain two components of a good paragraph. (4 marks)
4. Highlight four ways in which information communication technology (ICT) may contribute to effective communication. (4 marks)
5. Explain each of the following barriers to effective communication:
(a) by-passed instructions; (4 marks)
(b) attitudes and opinions. (4 marks)
6. Distinguish between a 'periodic' report and a 'progress' report. (4 marks)
7. Explain two disadvantages of asking closed questions during an interview. (4 marks)
8. State four benefits that may be associated with the use of the telephone as a medium of communication. (4 marks)
9. Highlight four reasons for holding regular staff meetings in an organization. (4 marks)
10. Outline three criteria that may be used to classify files in an organization. (3 marks)
11. Identify the adjective and the preposition in each of the following sentences:
(a) The beautiful house was on an island. Adjective describe a noun
Verb is a doing word
(b) The pretty girls danced very well during the ceremony;
(c) She was glad to see the old grandparents.
(d) The delicious meal was served at noon. (4 marks)

I am Sorry !!!!!

12. Outline three effects of poor public relations in an organization. (3 marks)
13. State three uses of informal communication. (3 marks)
14. Explain each of the following types of committees:
- (a) ad hoc committee; (4 marks)
 - (b) formal committee. (3 marks)
15. Outline the steps involved in the process of communication. (3 marks)

Feedback

SECTION B: (45 marks)

Answer questions 16 and 17 and ONE other question from this section.

16. (a) State two advantages of a written report. (2 marks)
- (b) The management of Mpera Limited has noted a decline in the sales of its products. As the supervisor, you have been requested to investigate the matter and write a report. Assume that you have completed the investigations and write the report. (13 marks)
17. (a) Outline four measures that a speaker may take to ensure effective communication during a presentation. (4 marks)
- (b) Outline five measures that the management may take to ensure effective communication at the work place. (5 marks)
- (c) Explain three ways in which language may hinder effective communication. (6 marks)
18. (a) Distinguish between a 'narrative' essay and a 'persuasive' essay. (4 marks)
- (b) State five purposes served by an index in a filing system. (5 marks)
- (c) Explain three guidelines that a manager should follow to ensure an effective disciplinary interview. (6 marks)

Introduction
Findings
Recommendations
Conclusions

Report on The Decline in the Sales and Profits of Mpera Limited
Good findings made

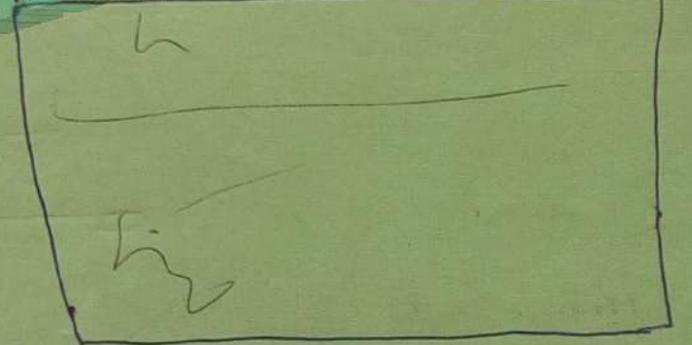
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19. (a) Some organizations are reluctant to sponsor their employees for conferences. Outline **three** reasons for such reluctance. (3 marks)
- (b) Insert the appropriate punctuation marks in each of the following sentences:
- (i) Some students work best in the mornings, ^{while} others do better in the evenings.
- (ii) What am I doing next weekend.?
- (iii) "The girls father sat at a corner in the church.")
- (iv) In the words of Murphys Law, Anything that can go wrong will go wrong.
- (v) A text book can be a wall between a teacher and the students. (6 marks)
- (c) Explain **three** preparations that the chairperson may make before a meeting to ensure its success. (6 marks)
20. (a) As the workshop supervisor in the organization you work for, write a notice inviting the workshop staff for the monthly meeting. (6 marks)
- (b) State **five** features of a good filing system. (5 marks)
- (c) Explain **two** ways in which effective communication aids the controlling function of management. (4 marks)

secretary

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INVITATION for The month meeting



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COMMUNICATION SKILLS

Oct./Nov. 2017
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

- CRAFT CERTIFICATE IN FASHION DESIGN AND GARMENT MAKING TECHNOLOGY**
- CRAFT CERTIFICATE IN BAKING TECHNOLOGY**
- CRAFT CERTIFICATE IN FOOD AND BEVERAGE PRODUCTION AND SERVICE**
- CRAFT CERTIFICATE IN PETROLEUM GEOSCIENCE**
- CRAFT CERTIFICATE IN FOOD PROCESSING AND PRESERVATION TECHNOLOGY**
- CRAFT CERTIFICATE IN SCIENCE LABORATORY TECHNOLOGY**

MODULE II

COMMUNICATION SKILLS

3 hours

INSTRUCTIONS TO CANDIDATES

*You should have an answer booklet for this examination.
This paper consists of TWO sections; A and B.
Answer ALL questions in section A, questions 16 and 17 and ONE other question from section B in the answer booklet provided.
Marks for each part of a question are indicated.
Candidates should answer the questions in English.*

This paper consists of 4 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing

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(4 marks)

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