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**THE UNITED REPUBLIC OF TANZANIA
NATIONAL EXAMINATIONS COUNCIL
DIPLOMA IN SECONDARY EDUCATION EXAMINATIONS**

724

COMMUNICATION SKILLS

Time: 3 Hours

Wednesday, 8th May 2013 p.m.

Instructions

1. This paper consists of sections A and B.
2. Answer **all** questions in section A and **four (4)** questions from section B.
3. Section A carries 40 marks and section B carries 60 marks.
4. Cellular phones are **not** allowed in the examination room.
5. Write your **Examination Number** on every page of your answer booklet(s).

SECTION A (40 Marks)

Answer **all** questions in this section.

1. Briefly describe four basic communication skills.
2. Mention four types of information that can be provided by the dictionary.
3. Give two functions to each of the following non-verbal communication during an oral communication:
 - (a) Eye contact
 - (b) Gestures
4. Differentiate intrapersonal communication from public communication.
5. Briefly explain four characteristics of nonverbal communication.
6. Outline four different techniques of skimming a text.
7. Write four features of paralinguistic communication.
8. Read the following bibliography, and then answer the following questions:

Omari, A. (1992). When international language clash. In D.M. Makungu, (Ed.). *Language in education in Africa: A Tanzanian perspective* (pp56-68). Clevedon: Multilingual Matters Ltd.

 - (a) Write the title of the book.
 - (b) Who is Omari A.?
 - (c) Write the place of publication of that book.
 - (d) Write the name of the publishing house.
9. List four markers that distinguish spoken from written discourse.
10. Read the following sentence and then answer the following questions:

"I like his house but I don't like his car."

 - (a) Briefly explain the type of this sentence.
 - (b) Write the main clause(s) of this sentence.
 - (c) What is the role of the word 'but'?

SECTION B (60 Marks)

Answer **four (4)** questions from this section.

11. With examples, explain the usefulness of any six punctuation markers.
12. Explain clearly five motives for interpersonal communication.
13. (a) What are catalogue cards? Demonstrate by using illustrations three ways in which catalogue cards are listed in a library.
(b) Mention three significance of catalogue cards.
14. Illustrate with examples six features of oral presentation.
15. Compare and contrast between derivational and inflectional processes in English Language by giving three examples in each case.
16. Show, by giving six points, how subject-verb concord works in English Language. Provide an example for each point.
17. Describe five points on the importance of note making to a learner.
18. Explain six listening techniques that can be used by a student when listening to a lecture.