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

COMMUNICATION SKILLS

Time: 3 Hours — Wednesday, 11th May 2011 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).

This paper consists of 3 printed pages.

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SECTION A (40 Marks)

Answer **all** questions in this section.

1. Explain four ways on how you can identify a headword in a dictionary.
2. Mention four qualities needed by a presenter in order to make an effective oral presentation.
3. Differentiate connotative meaning from denotative meaning.
4. (a) What is tense?

   (b) With examples, explain two (2) uses of simple past tense.
5. Outline four skills needed in oral presentation.
6. With examples, describe the meaning of the following features found in a business letter.

   (a) Salutation

   (b) Complimentary
7. Define the following terms:

   (a) Analogy

   (b) Aggressive talk
8. List four important elements of communication.
9. Outline four major goals in every conversation. ← Persuade inform convince entertainment
10. Differentiate broadcast e-mail from metamessages.

SECTION B (60 Marks)

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

11. Explain the meaning of the following concepts: clipping, intransitive verb, reflexive pronoun, adverbial clause and blending. Give two examples in each concept.
12. Explain with examples, five ways in which verbal and nonverbal communication differ.

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13. The use of internet in Tanzania has brought both positive and negative impacts in the society. Substantiate this statement by presenting three examples in each case.

14. Communication skills department is holding its third meeting of the year. Five members are present, three others are unable to attend and nobody is aware. One member will not attend, but she has sent a word of apology about her absence. However, two non departmental members will attend the meeting.

    The agenda includes:

    (a) Communication skills terminal examination.

    (b) Organising communication skills exhibition.

    Using information given above, write the minutes of the meeting. Sign it as Zawadi Bahati.

15. Identify five reading styles and the reasons behind their usage. Give an example of a text which can be read by readers of each reading style.

16. Describe five ways in which a person can expand his/her vocabulary in English Language.

17. Explain clearly five importance of meetings in any organisation.

18. Explain with vivid examples four roles of non verbal communication.

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