

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

724

**COMMUNICATION SKILLS**

**Time: 3 Hour.**

**ANSWERS**

**Year: 2003 p.m**

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**Instructions**

1. This paper consists of sections A, B and C.
2. Answer **all** questions in sections A, two questions in section B and two questions from section C.
3. Cellular phones and other unauthorized materials are **not** allowed in the examination room.
4. Write your **Examination Number** on every page of your answer booklet(s).



1. Mention four reasons why active listening is important for students during lessons.

One reason is that it helps students understand lesson content accurately, reducing the risk of misinterpretation.

Another reason is that it allows students to follow instructions correctly, which improves performance in assignments and activities.

A third reason is that it enables students to contribute meaningfully to class discussions, since they can respond to points made by others.

A fourth reason is that it improves memory retention, as attentive listening helps store information in long-term memory.

2. State four benefits of using visual aids when teaching abstract concepts.

One benefit is that they make abstract ideas more concrete, allowing students to visualise and grasp difficult concepts.

Another benefit is that they maintain students' attention for longer periods, reducing boredom during lessons.

A third benefit is that they cater to visual learners who understand information better through images and diagrams.

A fourth benefit is that they improve recall, as students tend to remember concepts that were illustrated visually.

3. Give four differences between intensive reading and extensive reading.

One difference is that intensive reading focuses on understanding details, while extensive reading focuses on overall meaning.

Another difference is that intensive reading usually involves short texts, whereas extensive reading involves longer texts.

A third difference is that intensive reading is often used for academic purposes, while extensive reading can be for leisure.

A fourth difference is that intensive reading pays attention to grammar and vocabulary, while extensive reading focuses on fluency and enjoyment.

4. Mention four qualities that make a classroom discussion effective.

One quality is participation by all members, ensuring that everyone has the chance to share their ideas.

Another quality is respect for others' opinions, which creates a safe and open discussion environment.

A third quality is staying on topic to avoid wasting time and maintain focus.

A fourth quality is having a clear objective so the discussion achieves a specific learning outcome.

5. List four ways a teacher can reduce communication barriers caused by classroom arrangement.

One way is by arranging desks so that all students can clearly see and hear the teacher.

Another way is by ensuring adequate lighting so students can see visual aids and facial expressions.

A third way is by creating enough space for movement, allowing the teacher to interact with students more closely.

A fourth way is by positioning the teacher in a central location to maintain eye contact with all students.

6. State four functions of the full stop in writing and give examples.

One function is to mark the end of a declarative sentence. Example: "The lesson is over."

Another function is to separate initials in names. Example: "J.K. Rowling."

A third function is to indicate abbreviations. Example: "Dr." for "Doctor."

A fourth function is to end indirect questions. Example: "He asked if she was coming."

7. Give four advantages of preparing lesson plans before teaching.

One advantage is that it ensures the teacher covers all planned content within the available time.

Another advantage is that it helps in organising teaching materials and resources in advance.

A third advantage is that it allows the teacher to choose suitable teaching methods for the lesson.

A fourth advantage is that it provides a guide to stay on track during teaching.

8. Mention four uses of non-verbal communication in maintaining classroom discipline.

One use is through facial expressions to show approval or disapproval without interrupting the lesson.

Another use is using hand signals to control noise levels or signal students to stop talking.

A third use is standing near disruptive students to discourage misbehaviour.

A fourth use is making eye contact to redirect a student's attention to the lesson.

9. State four reasons why teachers should encourage students to read newspapers regularly.

One reason is to help students stay informed about current events, which enriches class discussions.

Another reason is to improve vocabulary by exposing students to varied language.

A third reason is to develop reading and comprehension skills through diverse articles.

A fourth reason is to inspire critical thinking by analysing news reports and editorials.

10. Give four challenges that can affect oral presentations by students.

One challenge is stage fright, where nervousness affects delivery and confidence.

Another challenge is poor voice projection, which makes it difficult for the audience to hear clearly.

A third challenge is lack of preparation, leading to disorganised and unclear presentation.

A fourth challenge is overuse of fillers like “um” and “uh,” which can distract the audience and reduce the impact of the message.

11. With examples, explain the following word formation processes: (a) Back-formation (b) Abbreviation (c) Borrowing (d) Conversion.

Back-formation is the creation of a new word by removing a supposed affix from an existing word. For example, the verb “edit” comes from the noun “editor.” This process often changes the grammatical category of the word.

Abbreviation is the shortening of a word or phrase for convenience. For example, “Ave.” for “Avenue” and “kg” for “kilogram.” It helps save space and time in writing.

Borrowing is taking words from another language and incorporating them into one's own. For example, “safari” in English is borrowed from Swahili, and “ballet” is borrowed from French. Borrowing expands vocabulary and introduces cultural terms.

Conversion is changing a word from one part of speech to another without altering its form. For example, “to email” (verb) from “email” (noun) and “to water” (verb) from “water” (noun). This process adds flexibility to language use.

12. Describe five ways teachers can encourage shy students to participate in class discussions.

One way is by asking simple, direct questions that are easy for shy students to answer, building their confidence gradually.

Another way is to use small group activities where shy students feel more comfortable speaking to fewer people.

A third way is by giving positive reinforcement when they contribute, encouraging future participation.

A fourth way is to give students time to prepare answers before speaking so they feel more confident about what they will say.

A fifth way is to pair shy students with supportive peers who can encourage and guide them during discussions.

13. Outline five roles of feedback in improving communication between teachers and learners.

One role is to confirm understanding, letting the teacher know whether the learner has grasped the lesson content.

Another role is to guide improvement by pointing out specific areas where the learner needs to work harder.

A third role is to motivate learners by acknowledging their progress and effort.

A fourth role is to encourage interaction, as feedback creates a two-way communication process.

A fifth role is to adjust teaching methods based on the learner's response to the lesson.

14. Discuss five effects of poor reading culture among secondary school students.

One effect is reduced vocabulary, as students who read less are exposed to fewer words.

Another effect is weak comprehension skills, making it harder for students to understand written material.

A third effect is lower academic performance, as reading is essential for most subjects.

A fourth effect is poor writing skills, since reading models good sentence structure and grammar.

A fifth effect is limited general knowledge, reducing a student's ability to relate classroom learning to the real world.

15. Imagine you are the head of a public speaking club. Explain five training activities you would organise to improve members' speaking skills.

The first activity is organising practice sessions where members present short speeches and receive feedback.

The second activity is conducting pronunciation and articulation drills to improve clarity of speech.

The third activity is holding debates to develop quick thinking and argument presentation skills.

The fourth activity is storytelling sessions to improve confidence and creativity in delivery.

The fifth activity is recording speeches so members can review and correct their mistakes.

16. Study the short dialogue below and answer the questions that follow:

Teacher: "Why didn't you complete your homework?"

Student: "I had to help my parents at the market."

(i) The type of communication used is face-to-face oral communication.

(ii) The barrier to communication is conflicting priorities, where personal responsibilities interfered with schoolwork.

(iii) One way the teacher could respond to maintain a positive relationship is by showing understanding and discussing how the student can catch up on the work.

(iv) A word similar in meaning to "complete" is "finish."

17. Explain five reasons why listening skills are essential for teachers in the classroom.

One reason is that listening helps teachers understand students' questions and provide accurate answers.

Another reason is that it enables teachers to detect misunderstandings and clarify them immediately.

A third reason is that it builds trust and rapport between teachers and students.

A fourth reason is that it allows teachers to pick up on non-verbal cues that may indicate confusion or discomfort.

A fifth reason is that it encourages an inclusive classroom environment where students feel heard and valued.

18. Identify five problems students face when using dictionaries and suggest solutions for each.

One problem is difficulty in locating words quickly; the solution is practising alphabetical order.

Another problem is misunderstanding phonetic symbols; the solution is learning how to read pronunciation guides.

A third problem is confusion over multiple meanings; the solution is to check example sentences for the correct context.

A fourth problem is small print size; the solution is to use large-print dictionaries or digital versions.

A fifth problem is lack of familiarity with word classes; the solution is learning the abbreviations used for parts of speech in the dictionary.