

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

724

COMMUNICATION SKILLS

Time: 3 Hour.

ANSWERS

Year: 2006 p.m

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. One reason why a teacher needs to master good communication skills is to ensure clarity of instruction. When a teacher explains lessons clearly, students can understand the subject matter without confusion.

Another reason is to build rapport with learners. Effective communication fosters a positive relationship, making students feel comfortable to ask questions and participate actively.

A third reason is to maintain classroom control. A teacher who communicates effectively can give directions and manage activities in an orderly way.

A fourth reason is to motivate students. Good communication allows the teacher to encourage and inspire learners to put more effort into their studies.

2. One way body language can influence a message is through eye contact, which shows sincerity and helps maintain student attention.

Another way is through gestures, which can illustrate or emphasise key points, making explanations clearer.

A third way is through posture, where standing upright and facing students shows confidence and authority.

A fourth way is through facial expressions, which can convey enthusiasm, seriousness, or concern to support the spoken message.

3. A simple sentence has one independent clause that expresses a complete thought. For example, “The teacher marked the papers.”

A compound sentence has two or more independent clauses joined by a coordinating conjunction such as “and” or “but.” For example, “The teacher marked the papers, and the students prepared for the next lesson.”

The main difference is that a simple sentence contains only one idea, while a compound sentence joins two or more related ideas of equal importance.

4. One way of improving listening skills among secondary students is encouraging them to summarise what they have heard immediately after a lesson.

Another way is training them to maintain eye contact with the speaker to avoid distractions.

A third way is engaging them in discussions, which promotes active listening and participation.

A fourth way is teaching them to take notes while listening so they capture and retain key points.

5. One challenge students face when using a dictionary is difficulty finding words quickly; this can be solved by practising alphabetical order.

Another challenge is misunderstanding pronunciation symbols; the solution is learning how to interpret phonetic transcriptions.

A third challenge is being confused by multiple meanings of the same word; the solution is to read the examples provided to choose the correct meaning.

A fourth challenge is the dictionary's small print, which can be solved by using magnifying tools or large-print versions.

6. One reason feedback is important is that it helps learners know whether they have understood correctly or need to improve.

Another reason is that it allows teachers to evaluate the effectiveness of their teaching methods.

A third reason is that it builds confidence in learners when they receive positive reinforcement.

A fourth reason is that it promotes a two-way communication process, encouraging interaction between teacher and students.

7. One reading skill is skimming, which is used to get the general idea of a text quickly.

Another is scanning, which is used to locate specific information without reading everything in detail.

A third skill is intensive reading, used to study a text closely for deep understanding.

A fourth skill is extensive reading, used for general comprehension and enjoyment over longer texts.

8. One environmental barrier to communication is excessive noise, which disrupts concentration.

Another is poor lighting, which can make it difficult for students to read or see the teacher's facial expressions.

A third is uncomfortable seating, which can distract students and reduce their attention span.

A fourth is overcrowding, which makes it difficult for the teacher to interact effectively with all students.

9. One purpose of punctuation marks is to separate ideas, such as using a full stop to end a sentence.

Another is to indicate pauses, as in the case of commas.

A third purpose is to show possession, as in the apostrophe used in "John's book."

A fourth is to indicate a question, using a question mark at the end of a direct question.

10. One way note-taking helps students is by providing a written record of lessons for future reference.

Another is that it helps in organising information logically for easier revision.

A third is that it improves concentration during lessons, as students must pay attention to take notes.

A fourth is that it aids memory retention by reinforcing the material through writing.

11. Choose any four of the following and explain their meaning with one example each: prefix, abbreviation, compounding, affix, and borrowing.

A prefix is a group of letters added to the beginning of a word to change its meaning. For example, “un-” added to “happy” forms “unhappy,” meaning not happy.

An abbreviation is a shortened form of a word or phrase used for convenience. For example, “kg” for kilogram is used to save time and space in writing.

Compounding is the process of joining two or more words to create a new word with a unique meaning. For example, “blackboard” combines “black” and “board” to mean a surface used for writing in classrooms.

Borrowing is taking words from another language and using them in one’s own. For example, the word “bungalow” was borrowed into English from Hindi.

12. Discuss five qualities that make a written report clear and effective for its intended audience.

The first quality is clarity, where the language used is simple and precise, avoiding unnecessary jargon so that the audience can easily understand the content.

The second quality is organisation, where the report is arranged logically with headings, subheadings, and a sequence that guides the reader through the information smoothly.

The third quality is accuracy, where all facts, figures, and statements in the report are correct and supported by reliable sources to maintain credibility.

The fourth quality is conciseness, which means presenting information directly without including irrelevant details that may confuse the reader.

The fifth quality is proper formatting, which involves using consistent fonts, spacing, and layout to make the report professional and easy to read.

13. Outline five methods that can be used to prepare an audience before starting a public presentation.

The first method is greeting the audience warmly to create a friendly and welcoming atmosphere.

The second method is introducing oneself, which establishes the speaker's identity and builds trust with the audience.

The third method is giving a brief overview of the topic, helping the audience understand what to expect from the presentation.

The fourth method is using an attention-grabber, such as a question, interesting fact, or short story, to capture the audience's interest immediately.

The fifth method is arranging the seating and ensuring visual aids are ready so the audience can focus without distractions.

14. Describe five effects of poor listening habits on student performance and participation in class.

The first effect is misunderstanding instructions, which leads to mistakes in assignments or activities because the student did not fully grasp what was said.

The second effect is missing important information, which results in incomplete notes and poor preparation for tests.

The third effect is reduced participation, as students who do not listen well are less likely to answer questions or contribute to discussions.

The fourth effect is poor relationship with the teacher, as constant inattention can be seen as disrespectful or disinterested behaviour.

The fifth effect is lower academic performance because consistent poor listening prevents students from absorbing and applying knowledge effectively.

15. Assume you are the head of the debate club at your college. Describe five strategies you would use to ensure members improve both their speaking and listening skills.

The first strategy is organising regular practice debates so that members have frequent opportunities to speak and listen in a competitive but supportive environment.

The second strategy is pairing experienced members with new ones for mentoring, which allows skill transfer through observation and feedback.

The third strategy is recording debate sessions so members can review their performance and identify areas for improvement.

The fourth strategy is holding workshops on public speaking techniques, including voice control, pacing, and body language, to enhance delivery.

The fifth strategy is encouraging members to listen actively to opponents during debates so they can respond effectively to arguments presented.

16. Read the passage below and answer the questions that follow:
"Many students fail to achieve their goals not because they lack intelligence, but because they do not manage their study time effectively."

(i) The main idea of this passage is that poor time management, not lack of intelligence, is the main reason many students fail to reach their goals.

(ii) Two causes of poor academic performance mentioned are lack of proper time management and the resulting failure to meet set goals.

(iii) One suggestion to improve study habits is to create a clear timetable and follow it strictly to balance study time with other activities.

(iv) A word similar in meaning to "achieve" is "attain," which also means to successfully reach a goal.

17. Explain five reasons why a teacher should vary teaching methods during lessons.

The first reason is to cater for different learning styles, ensuring that visual, auditory, and kinesthetic learners all benefit from the lesson.

The second reason is to maintain student interest by introducing variety, which prevents boredom and keeps lessons engaging.

The third reason is to address different subject matter, as some topics require practical demonstrations while others are best taught through discussion or reading.

The fourth reason is to encourage active participation, as different methods such as group work or role play involve students more directly.

The fifth reason is to improve understanding and retention by presenting information in multiple ways, reinforcing key points.

18. Identify five common mistakes made by students during oral presentations and provide a suitable remedy for each mistake.

One common mistake is speaking too quickly, which makes it hard for the audience to follow; the remedy is practising pacing and pausing appropriately.

Another mistake is avoiding eye contact, which reduces connection with the audience; the remedy is to practise looking at different audience members during the presentation.

A third mistake is reading directly from notes without engaging the audience; the remedy is to rehearse well enough to speak naturally while glancing at notes only when necessary.

A fourth mistake is using a monotone voice, which makes the presentation dull; the remedy is to vary tone, pitch, and volume to maintain interest.

A fifth mistake is failing to use visual aids effectively, which can weaken the message; the remedy is to prepare clear and relevant visual materials that support the spoken content.