

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

724

COMMUNICATION SKILLS

(For Both School and Private Candidates)

Time: 3 Hours

ANSWERS

Year: 2009

Instructions

1. This paper consists of section A , B and C
2. Answer all questions in Section A and two questions in section B, and two questions in section C.

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1. When reading a text for comprehension, the reader must adhere to different things. Mention only three (3) of them.

Understanding the main idea is essential when reading a text for comprehension. The reader must identify the central theme or purpose of the passage to grasp its overall meaning. For example, in a passage about climate change, the main idea might be the effects of global warming.

Recognizing supporting details helps the reader understand the evidence or examples that explain the main idea. For instance, in an article about the importance of exercise, supporting details might include statistics on health benefits.

Making inferences allows the reader to read between the lines and draw conclusions based on the information given. For example, if a character in a story refuses to eat and avoids social interaction, the reader can infer that the character might be depressed.

2. In which aspect is intensive reading similar to extensive reading?

Both intensive and extensive reading aim to improve comprehension and fluency in a language. In both cases, the reader engages with the text to understand its meaning and context, whether in-depth (intensive) or broadly (extensive).

3. What do you understand by the term “search engine”? Give two (2) examples of search engines.

A search engine is an online tool used to find information on the internet. It retrieves relevant web pages based on keywords entered by the user. For example, if someone searches for "best hotels in Dar es Salaam," the search engine provides a list of relevant websites.

Two examples of search engines are:

Google – The most widely used search engine, offering instant results for various queries.

Bing – A search engine developed by Microsoft that provides web results, images, and news.

4. When preparing for a speech, there are areas the speaker needs to identify. Identify two (2) areas among them.

The topic of the speech is the main subject being addressed. Identifying a clear and relevant topic ensures that the speech remains focused. For example, if a speech is about "The Importance of Education," the speaker must stay within that subject.

The purpose of the speech defines what the speaker wants to achieve—whether to inform, persuade, entertain, or inspire. For example, a motivational speaker’s purpose might be to encourage students to work hard in school.

5. “Oral presentation cannot be successful unless there is an introduction.” Do you agree with this statement? Give four (4) reasons to support your answer.

Yes, an introduction is crucial for a successful oral presentation because it captures the audience’s attention. A strong opening statement or question engages listeners immediately. For example, starting with a shocking fact like "Did you know that 60% of people fear public speaking?" grabs attention.

An introduction sets the stage for the main points by providing background information. It helps the audience understand the context before diving into details. For example, before discussing pollution, a speaker might explain what pollution is.

It establishes a connection between the speaker and the audience. When a presenter introduces themselves and states their purpose, it builds trust and interest. For example, a teacher introducing a lesson on algebra helps students prepare for the topic.

The introduction outlines the structure of the speech, making it easier for listeners to follow. For example, saying, "Today, I will discuss three key benefits of exercise: physical health, mental well-being, and longevity" prepares the audience for the content.

6. Mention four (4) important things a writer should consider when writing a business or official letter.

A business letter should have a clear subject that informs the recipient about the purpose of the letter. For example, a job application letter should have the subject "Application for Teaching Position."

It should maintain a formal tone and avoid slang or casual language. For instance, instead of saying, "Hey, I need this document ASAP," a professional letter should say, "I kindly request this document at your earliest convenience."

Proper formatting and structure should be followed, including the sender’s address, date, recipient’s address, salutation, body, closing remarks, and signature. For example, a resignation letter should have a proper opening and closing.

The content should be concise and to the point, avoiding unnecessary details. For example, a complaint letter should state the issue clearly without lengthy explanations.

7. Mention four (4) uses of definite article "the" and give examples from each type.

"The" is used before unique nouns that exist only once. For example, "The sun is shining brightly."

It is used before names of oceans, rivers, and mountain ranges. For example, "The Nile is the longest river in Africa."

It is used before superlatives. For example, "He is the best student in the class."

It is used when referring to something previously mentioned. For example, "I bought a book. The book is very interesting."

8. (a) What is communication?

Communication is the process of exchanging information, thoughts, or ideas between individuals through verbal, non-verbal, or written means. For example, a teacher explaining a concept to students is engaging in verbal communication.

(b) List three (3) barriers which can cause communication breakdown.

Language barriers occur when the sender and receiver do not understand the same language. For example, a doctor speaking medical terms to a patient who does not understand medical jargon.

Noise and distractions interfere with clear message transmission. For example, trying to have a conversation in a noisy market may lead to misinterpretation.

Psychological barriers occur when emotions or biases affect understanding. For example, a person who is angry may misinterpret a neutral statement as a personal attack.

9. Identify four (4) techniques for note-taking.

The Cornell Method divides a page into sections for main ideas, key points, and summaries. This technique is useful for organizing lecture notes.

Mind mapping visually represents information using diagrams and connections between concepts. For example, a student studying history can create a mind map showing causes and effects of a war.

Abbreviations and symbols help in writing quickly. For example, using "&" for "and" or "w/" for "with" saves time during lectures.

Highlighting and underlining key points helps in emphasizing important information. For example, underlining a teacher's main points ensures better recall during revision.

10. Define the following terms:

(a) Speech – A formal or informal spoken presentation delivered to an audience to inform, persuade, or entertain. For example, a politician's campaign speech aims to persuade voters.

(b) Interview – A structured conversation where one person asks questions and another responds. It is often used for job selection or information gathering. For example, a journalist interviewing a celebrity about their career.

11. What do you understand by "communication routes"? Draw a communication model and explain its important components.

A communication route refers to the path through which a message travels from sender to receiver. It includes elements such as encoding, transmission, decoding, and feedback.

The Shannon-Weaver Model of communication includes:

Sender – The originator of the message. Example: A teacher explaining a lesson.

Encoder – Converts the message into a form suitable for transmission. Example: Using a microphone in a seminar.

Channel – The medium through which the message is sent. Example: Email, phone call, or face-to-face.

Decoder – Interprets the message. Example: A student understanding the teacher's explanation.

Receiver – The person for whom the message is intended. Example: A class listening to a lecture.

12. Assume that you have just completed your studies at a certain Teachers College. Write your curriculum vitae (CV) that you will send to your employer.

Curriculum Vitae
Name: Ahmed ally

Address: P.O BOX 3324, MTWARA
Phone: 078977543

Objective: Passionate and dedicated teacher seeking a position to apply my knowledge and skills in educating students.

Education: Diploma in Education – , Year of Graduation.

Teaching Experience: Internship at pamba sec– Assisted in lesson planning and student assessment.

Skills: Classroom management, lesson planning, communication skills.

References: Available upon request.

13. Why is it necessary to use non-verbal elements when teaching in class?

Non-verbal elements add emphasis and clarity to verbal instructions, making lessons more engaging and understandable. For example, a teacher raising a hand while asking students to be quiet reinforces the spoken command.

They help in expressing emotions and attitudes, which can create a more positive classroom environment. For instance, a teacher smiling while giving feedback encourages students and boosts their confidence.

Non-verbal communication supports students with different learning styles, especially visual learners. For example, using gestures or drawing diagrams on the board helps students grasp concepts more effectively than just listening to explanations.

It enhances interaction and keeps students' attention focused on the lesson. For example, making eye contact while asking a question ensures that students remain attentive and feel included in the discussion.

Non-verbal cues can also provide feedback to students, helping them understand whether they are on the right track. For example, nodding in approval when a student answers correctly encourages further participation.

14. Show the uses of simple present tense as used in your daily teaching life.

The simple present tense is used to express general truths or facts that do not change. For example, a teacher might say, "Water boils at 100 degrees Celsius" when explaining the properties of water in a science lesson.

It is used for habitual actions or routines that occur regularly in teaching. For example, a teacher might say, "I give my students homework every Friday" to indicate a regular practice in their classroom.

The simple present tense is used when giving instructions or directions during a lesson. For example, a teacher explaining a math problem might say, "First, you add the numbers, then you divide by two."

It is used when describing classroom rules or policies that remain constant. For example, a teacher may state, "Students arrive at school at 8 AM every day" to establish the school schedule.

The simple present tense is used in discussions and explanations of literary or academic content. For example, when teaching literature, a teacher may say, "Shakespeare writes about love and betrayal in Othello." This keeps the discussion timeless and relevant.

15. As a teacher of Form I, how are you going to solve the problems of extensive reading among your students in the class?

Encouraging students to develop a reading habit by introducing engaging and age-appropriate books is essential. For example, recommending simple and interesting novels like *The Pearl* by John Steinbeck helps students develop an interest in reading.

Providing a structured reading schedule where students are required to read and discuss specific chapters or articles weekly helps in maintaining consistency. For example, setting aside 30 minutes every day for reading in class builds discipline and fluency.

Using group discussions and book clubs makes reading interactive and engaging. For example, after reading a chapter, students can share their thoughts and opinions, which enhances comprehension and critical thinking.

Introducing rewards and incentives for completing reading assignments can motivate students to engage in extensive reading. For example, a teacher can reward students who summarize a book effectively or actively participate in discussions.

Integrating technology by using audiobooks, e-books, and online reading platforms encourages students who struggle with traditional books. For example, using Kindle or Google Books allows students to access a wide range of reading materials easily.

16. Study the following text carefully, then answer the questions that follow:

(a) With reference to the underlined words, differentiate between derivational and inflectional suffixes.

Derivational suffixes change the meaning or grammatical category of a word. For example, in the word "demonstratives," the suffix "-ive" changes the verb "demonstrate" into an adjective, altering its function in a sentence.

Inflectional suffixes modify a word's tense, number, possession, or comparison without changing its core meaning. For example, in "parts," the suffix "-s" simply indicates plural form without altering the meaning of the root word "part."

(b) Explain how each of the underlined words has been formed by derivational, inflectional, or both.

"Linked" – The "-ed" suffix is an inflectional suffix because it changes the verb "link" to its past tense form without altering its meaning.

"Logically" – The "-ly" suffix is derivational because it transforms the adjective "logical" into an adverb, changing its grammatical category.

"Relationship" – The "-ship" suffix is derivational because it changes the noun "relation" into an abstract noun, modifying its meaning.

"Intentions" – The "-s" suffix is inflectional because it makes the noun "intention" plural without altering its core meaning.

"Repetition" – The "-ion" suffix is derivational because it transforms the verb "repeat" into a noun, changing its grammatical function.

17. Explain how you would overcome barriers of communication to enable your receiver or listener get the message as you intend.

Using simple and clear language ensures that the message is easily understood. For example, when explaining a difficult concept to students, a teacher should avoid technical jargon and use simple terms.

Providing feedback and encouraging clarification allows the receiver to confirm their understanding. For example, after giving instructions, a manager can ask, "Did you understand the task?" to ensure clarity.

Eliminating distractions, such as noise or interruptions, helps in maintaining focus during communication. For example, holding meetings in a quiet environment ensures that all participants can hear and engage properly.

Using multiple modes of communication, such as verbal, written, and visual aids, enhances comprehension. For example, a lecturer using PowerPoint slides alongside oral explanations makes learning more effective.

Being an active listener by giving full attention to the speaker and avoiding interruptions ensures effective communication. For example, nodding and maintaining eye contact when someone is speaking shows engagement and encourages open discussion.

18. What difficulties are mostly experienced when taking notes? Identify five (5) of them and for each suggest the ways to overcome it.

Writing too slowly causes students to miss important points during lectures. This can be solved by using abbreviations and symbols to write faster. For example, using "&" for "and" and "b/c" for "because" saves time.

Difficulty in identifying key points results in writing too much or missing essential details. This can be overcome by focusing on main ideas and summarizing supporting information. For example, underlining or highlighting key phrases helps in structuring notes effectively.

Spelling mistakes and unclear handwriting make reviewing notes challenging. Practicing good handwriting and proofreading notes immediately after class helps in maintaining clarity. For example, rewriting unclear sections improves readability.

Getting distracted during note-taking leads to incomplete or disorganized notes. Staying focused by actively listening and minimizing distractions such as phone use helps in capturing complete information. For example, sitting in the front row of a classroom reduces external distractions.

Difficulty in organizing information makes revision harder. Using structured note-taking methods like the Cornell Method or mind maps improves organization. For example, dividing a page into sections for key points, details, and summaries makes reviewing easier.