

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: 2010

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. "Punctuation marks are vital items in writing". Do you agree with this statement? Give one reason.

Yes, punctuation marks are essential in writing because they help clarify meaning and prevent ambiguity. Without proper punctuation, sentences can be misinterpreted. For example, the sentence "Let's eat, Grandma!" conveys an invitation to eat with Grandma, whereas "Let's eat Grandma!" implies cannibalism.

2. Give two (2) reasons to show why communication needs to be studied.

Studying communication improves interpersonal skills, allowing individuals to express their thoughts clearly and understand others effectively. This is essential in professional and personal relationships. For example, a good communicator can negotiate better in business transactions.

Communication study enhances public speaking and presentation abilities, which are valuable in careers such as teaching, law, and leadership. For instance, a politician delivering a speech needs strong communication skills to persuade the audience.

3. Why is it important to proofread a test? Give two (2) reasons.

Proofreading helps eliminate grammatical and spelling errors, ensuring clarity and professionalism. For example, in a job application test, incorrect spelling can create a negative impression.

It ensures accuracy by allowing the writer to check for missing or incorrect information. For instance, in a mathematics test, proofreading prevents calculation errors that could lead to incorrect answers.

4. Definite and indefinite articles are very important in both oral and written expressions. By using two examples from each one, explain two (2) uses of articles.

Definite articles specify a particular noun that is known to the speaker and listener. For example, "The sun is bright today" refers to a specific sun that everyone knows. Another example is "She read the book I gave her," where "the book" refers to a previously mentioned book.

Indefinite articles introduce general or non-specific nouns. For example, "She adopted a dog" means any dog, not a particular one. Another example is "An apple a day keeps the doctor away," where "an apple" refers to any apple in general.

5. In note-making there are some skills which need to be considered. Name three (3) skills that can be used in note-making.

Summarization involves condensing long information into short, clear points. For example, instead of writing full sentences, a student can jot down key phrases like "Causes of climate change: pollution, deforestation, industrialization."

Using abbreviations and symbols helps in writing quickly. For example, "w/" instead of "with," "b/c" for "because," and arrows to indicate relationships between concepts.

Organizing information using bullet points or headings improves readability. For example, dividing lecture notes into sections like "Introduction," "Main Points," and "Conclusion" makes revision easier.

6. Describe briefly the situation where the use of internet is necessary.

The internet is necessary when conducting research, as it provides access to vast information sources such as academic journals, online libraries, and educational websites. For example, university students use Google Scholar to find credible research papers for assignments.

It is essential for communication, especially in remote work and online meetings. For instance, companies use Zoom or Microsoft Teams for virtual conferences with employees across different locations.

The internet is crucial in online transactions and banking. For example, mobile banking apps allow users to transfer money, pay bills, and check balances without visiting a bank.

7. What is a library catalogue? Mention two (2) types of a library catalogue.

A library catalogue is a system used to organize and list books and materials available in a library, helping users locate them efficiently.

A Title Catalogue arranges books alphabetically by their titles. For example, a book titled The History of Africa will be listed under "H."

An Author Catalogue organizes books based on the author's last name. For instance, a book by William Shakespeare will be found under "S" for Shakespeare.

8. Name four (4) non-verbal elements used in oral presentation.

Eye contact establishes connection and engagement with the audience. For example, a speaker who maintains eye contact appears confident and trustworthy.

Gestures, such as hand movements, emphasize key points. For instance, raising a finger while making a point signals importance.

Facial expressions convey emotions and attitudes. For example, a smile during a presentation indicates friendliness and enthusiasm.

Posture and body movement reflect confidence and professionalism. For example, standing upright and moving naturally enhances audience engagement.

9. Mention four (4) weaknesses of written communication.

Written communication lacks immediate feedback, making it difficult to clarify misunderstandings. For example, an email may be misinterpreted, requiring follow-up messages for clarification.

It can be time-consuming, as writing detailed reports or letters takes longer than verbal communication. For instance, a formal business proposal requires careful drafting and editing before submission.

Written communication may not effectively convey emotions or tone. For example, a text message saying "Fine" can be interpreted as either positive or negative, depending on the reader's perspective.

It is dependent on literacy levels, meaning that people with limited reading skills may struggle to understand written content. For example, an official document with complex legal terms may be difficult for the general public to comprehend.

10. What is the aim of using connectives like but, and, so... in text structure?

Connectives help in linking ideas smoothly, ensuring logical flow in writing. For example, "She was tired, but she continued working" shows contrast between two statements.

They make sentences more coherent by connecting clauses and phrases. For instance, "He studied hard, so he passed the exam" indicates cause and effect.

They improve readability and engagement, preventing choppy or disconnected sentences. For example, "I like apples and oranges" combines related ideas into one sentence.

11. Write a speech that you will present during the staff seminar on one of the following topics.

(a) How to use participatory approach in teaching and learning of English Language.

Good morning, ladies and gentlemen,

Today, I am honored to speak about the participatory approach in teaching and learning English. This method emphasizes active student involvement rather than passive listening. It encourages communication, teamwork, and hands-on activities, making learning more effective.

One way to apply this approach is through group discussions. Instead of relying on lectures, teachers can assign discussion topics where students express their ideas in English. This enhances speaking and listening skills.

Role-playing is another effective strategy. By assigning real-life scenarios, such as ordering food in a restaurant or conducting a job interview, students practice English in practical situations.

Using technology in learning, such as online language games and interactive quizzes, makes lessons more engaging. Digital tools like Duolingo help students learn vocabulary and grammar in a fun way.

Finally, classroom debates improve critical thinking and fluency. Encouraging students to argue points in English boosts their confidence in public speaking.

In conclusion, the participatory approach transforms English learning into an interactive experience. By encouraging discussions, role-playing, technology, and debates, we make learning both enjoyable and effective.

Thank you.

12. Write short notes on the following:

(a) Intensive reading is a reading style where a person focuses on understanding every detail of a text. It is often used for academic and research purposes. For example, a student reading a scientific paper carefully to understand complex theories.

(b) Extensive reading involves reading large amounts of text for pleasure or general knowledge without focusing on every detail. It helps improve fluency and vocabulary. For example, reading novels, newspapers, or magazines for entertainment.

(c) Skimming is a reading technique used to get the main idea of a text quickly without reading every word. It is useful for reviewing large amounts of information in a short time. For example, skimming a newspaper to find headlines of interest.

(d) Scanning is a technique used to locate specific information in a text, such as numbers, dates, or keywords. It is commonly used when searching for details in dictionaries, timetables, or research articles. For example, scanning a flight schedule to find the departure time of a specific flight.

13. Prepare a ten-minute talk on how to help a student with HIV/AIDS who is stigmatized. In your talk show the non-verbal elements which you will use.

Good morning, everyone.

Today, I would like to talk about how we can help a student with HIV/AIDS who is facing stigma. Stigmatization leads to discrimination, isolation, and low self-esteem. As teachers and students, we must create a supportive and inclusive environment for such individuals.

The first step is to educate students about HIV/AIDS to eliminate myths and misconceptions. Many people still believe that HIV can be transmitted through casual contact, which is untrue. Schools should hold awareness programs to provide correct information.

Secondly, we should offer emotional and psychological support. A student facing stigma may feel lonely, so providing friendship and encouragement can help. Simple acts like sitting next to them in class or inviting them to group activities can make a difference.

As a speaker, I will use various non-verbal communication techniques to reinforce my message. Maintaining eye contact with my audience will show confidence and sincerity. Using gestures such as open hands will help emphasize inclusivity. My facial expressions will reflect concern and empathy to show that I genuinely care about the well-being of affected students. Body posture will also be important—I will stand in an open and approachable manner to invite engagement from the audience.

In conclusion, we must treat students with HIV/AIDS with kindness, respect, and dignity. By educating ourselves, offering emotional support, and using positive non-verbal communication, we can create a stigma-free environment in our schools.

Thank you.

14. Write an application letter for a teaching post to the Board of Trustees, P.O. Box 145, Bumbuli. Your name is Mwanakwetuu Sijwajui, P.O. Box 1812, Mkwajuni.

Mwanakwetuu Sijwajui
P.O. Box 1812,
Mkwajuni
22/01/2010

Board of Trustees
P.O. Box 145,
Bumbuli

Subject: Application for a Teaching Position

Dear Sir/Madam,

I am writing to express my interest in the teaching position at your institution. I hold a teaching qualification and have a passion for educating and mentoring young learners. With my experience in classroom management, lesson planning, and student engagement, I am confident in my ability to contribute positively to your school.

I am particularly skilled in fostering an interactive and inclusive learning environment. My ability to use participatory teaching methods has helped students achieve excellent academic performance. Additionally, I integrate modern teaching techniques, including digital tools, to enhance student comprehension.

I am eager to bring my dedication and enthusiasm to your institution. I look forward to the opportunity to discuss my qualifications further. Please find my CV attached for your consideration.

Thank you for your time and consideration.

Yours sincerely,
Mwanakwetuu Sijwajui

15. Subordinate clauses may cause problems, especially when they are used without other clauses. This is because they cannot be understood by themselves. Write any five (5) subordinate clauses and show how they can be turned into meaningful sentences.

Subordinate clause: Although she was tired

Complete sentence: Although she was tired, she continued studying for her exam.

Subordinate clause: Because he missed the bus

Complete sentence: Because he missed the bus, he arrived late to school.

Subordinate clause: If you work hard

Complete sentence: If you work hard, you will achieve success.

Subordinate clause: When the rain started

Complete sentence: When the rain started, we ran inside for shelter.

Subordinate clause: Unless you apologize

Complete sentence: Unless you apologize, she will not forgive you.

16. In not less than five ways, explain briefly how to overcome communication obstacles to your receiver of a message.

Using clear and simple language ensures that the receiver understands the message without confusion. For example, avoiding technical jargon when speaking to someone unfamiliar with the subject.

Providing feedback allows the sender to confirm that the message has been received correctly. For example, asking, "Did you understand my instructions?" ensures clarity.

Using appropriate body language helps reinforce verbal messages. For example, nodding while explaining something indicates encouragement and understanding.

Eliminating distractions, such as noise or interruptions, ensures better communication. For example, discussing important matters in a quiet office rather than in a noisy cafeteria.

Being an active listener helps in understanding the needs of the receiver. For example, maintaining eye contact and summarizing key points after a discussion ensures effective communication.

17. Explain the role of research in report writing.

Research ensures that reports are based on accurate and factual information, increasing credibility. For example, a business report that includes market analysis from reliable sources is more persuasive.

It helps in organizing data systematically, allowing for logical conclusions. For example, a research-based scientific report follows a structured format, including methodology and findings.

Research supports arguments with evidence, making the report more convincing. For example, a report on climate change that cites scientific studies is more reliable than one based on opinions.

It helps identify trends and patterns, which are essential for making informed decisions. For example, a financial report that analyzes past sales trends can help predict future profits.

Research improves the quality of content by ensuring thorough analysis. For example, a company researching customer feedback before launching a product ensures it meets consumer needs.

18. How important is communication skills in your study as a teacher trainee?

Communication skills help teacher trainees explain concepts clearly to students. For example, using simple language to teach complex mathematical formulas makes learning easier.

They improve classroom management by allowing teachers to give clear instructions and maintain discipline. For example, setting classroom rules through effective communication reduces misunderstandings.

Good communication skills enable teacher trainees to interact effectively with colleagues, parents, and administrators. For example, discussing student progress with parents requires clear and professional communication.

They enhance lesson delivery by making classes engaging and interactive. For example, using storytelling techniques in a history lesson captures students' interest.

Communication skills are essential for assessing students' understanding through discussions and questioning. For example, asking open-ended questions encourages students to express their thoughts freely.