

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: 2011

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. Explain four ways on how you can identify a headword in a dictionary.

A headword is typically written in bold font to make it stand out from the other words on a dictionary page. This formatting helps users quickly locate the word they are searching for.

Headwords are arranged in alphabetical order, making it easier to find a word based on its spelling. For example, the word "banana" will appear before "basket" in a dictionary.

A headword is usually followed by phonetic symbols that indicate its correct pronunciation. These symbols help users pronounce the word correctly, such as /'bænənə/ for "banana."

Definitions and example sentences follow the headword, providing explanations of its meaning and usage. For instance, under "run," a dictionary might include: "to move quickly on foot," with an example sentence like "She runs every morning."

2. Mention four qualities needed by a presenter in order to make an effective oral presentation.

Confidence is essential for a presenter as it ensures that the audience trusts and pays attention to the message being delivered. A confident speaker uses a clear voice and maintains eye contact.

Clarity in speech allows the audience to understand the presentation without confusion. A good presenter avoids using complex jargon and ensures proper pronunciation of words.

Engagement with the audience makes the presentation more interactive and interesting. This can be achieved through eye contact, gestures, and asking questions.

Proper time management ensures that the presentation covers all key points within the given time frame. A well-paced presentation avoids rushing or spending too much time on a single topic.

3. Differentiate connotative meaning from denotative meaning.

Connotative meaning refers to the emotional or symbolic associations that a word carries beyond its literal definition. For example, the word "home" connotes warmth, comfort, and family, even though its denotative meaning is simply "a place where someone lives."

Denotative meaning is the direct, dictionary definition of a word without any added emotional or cultural associations. For example, "snake" in a denotative sense refers to a reptile, whereas its connotative meaning might imply deception or danger.

4. (a) What is tense?

Tense is a grammatical concept that indicates the time when an action takes place. It helps in expressing whether an action happened in the past, is happening in the present, or will happen in the future.

(b) With examples, explain two (2) uses of simple past tense.

The simple past tense is used to describe completed actions that happened at a specific time in the past. For example, "She visited her grandmother last weekend."

It is also used to narrate a sequence of past events. For example, "He woke up, brushed his teeth, and went to work."

5. Outline four skills needed in oral presentation.

Public speaking skills allow the presenter to deliver messages clearly and confidently. This includes proper pronunciation, tone variation, and fluency.

Organizational skills help in structuring the presentation logically. A well-organized speech has an introduction, main body, and conclusion to ensure smooth flow.

Adaptability allows the speaker to adjust their delivery based on audience reactions. A good presenter can modify examples, speed, or tone depending on the audience's engagement.

Effective use of visual aids, such as slides or charts, helps in reinforcing the message. A well-designed PowerPoint presentation can make complex data easier to understand.

6. With examples, describe the meaning of the following features found in a business letter.

(a) Salutation refers to the greeting used at the beginning of a letter. In formal letters, "Dear Sir/Madam" is commonly used when the recipient's name is unknown. If the recipient's name is known, "Dear Mr. Smith" is appropriate.

(b) Complimentary refers to the closing remarks used before signing off. Examples include "Yours sincerely" when addressing a known recipient and "Yours faithfully" for an unknown recipient.

7. Define the following terms.

(a) Analogy is a comparison between two different things to highlight their similarities. For example, "Just as a sword is the weapon of a warrior, a pen is the weapon of a writer."

(b) Aggressive talk refers to speech that is forceful, confrontational, or intended to dominate a conversation. For example, "You must listen to me because I am always right!"

8. List four important elements of communication.

The sender is the person who initiates the communication process by delivering a message.

The message is the actual information being conveyed from the sender to the receiver.

The channel is the medium through which communication occurs, such as face-to-face conversation, email, or telephone.

The receiver is the person or group that interprets and responds to the message.

9. Outline four major goals in every conversation.

To inform by sharing knowledge, facts, or explanations. For example, a teacher explaining a new concept to students.

To persuade by convincing someone to accept a certain viewpoint. For example, a salesperson persuading a customer to buy a product.

To entertain by engaging the audience in an enjoyable discussion. For example, friends sharing jokes and stories.

To build relationships by fostering trust and connection. For example, two colleagues having a friendly chat over lunch.

10. Differentiate broadcast e-mail from metamessages.

Broadcast email is an email sent to multiple recipients simultaneously, usually for announcements or mass communication. For example, a company sending an email to all employees about a policy update.

Metamessages are indirect messages embedded within communication, often implying meaning beyond the words spoken. For example, saying "That's an interesting choice" may imply sarcasm rather than a genuine compliment.

11. Explain the meaning of the following concepts: clipping, intransitive verb, reflexive pronoun, adverbial clause, and blending. Give two examples in each concept.

Clipping is the process of shortening a word while keeping its original meaning. Examples include "photo" from "photograph" and "gym" from "gymnasium."

Intransitive verbs are action verbs that do not require a direct object. Examples include "She sleeps early" (no object after "sleeps") and "They arrived late" (no object after "arrived").

Reflexive pronouns refer back to the subject of the sentence. Examples include "She taught herself how to play the piano" and "I prepared myself for the interview."

Adverbial clauses function as adverbs in a sentence, modifying verbs, adjectives, or other adverbs. Examples include "I stayed home because it was raining" (the clause explains why) and "She ran faster than I expected" (the clause explains how fast).

Blending is a word formation process where parts of two words are combined to create a new word. Examples include "smog" (smoke + fog) and "brunch" (breakfast + lunch).

12. Explain with examples, five ways in which verbal and nonverbal communication differ.

Verbal communication uses spoken or written words to convey messages, while nonverbal communication relies on gestures, facial expressions, and body language. For example, saying "yes" is verbal, while nodding is nonverbal.

Verbal communication is explicit and structured, whereas nonverbal communication can be ambiguous and open to interpretation. For example, saying "I am fine" clearly conveys a message, but a hesitant tone might suggest otherwise.

Verbal communication requires a language system with rules of grammar, while nonverbal communication is more instinctive and universal. For example, smiling is universally understood as an expression of happiness.

Nonverbal communication can complement verbal messages by reinforcing meaning. For example, raising a hand while saying "stop" makes the command stronger.

Nonverbal communication can contradict verbal communication when body language does not match spoken words. For example, if someone says "I'm not angry" but has a clenched fist and a tense posture, their nonverbal cues suggest otherwise.

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

The internet has improved access to information, allowing students, researchers, and professionals to gather knowledge quickly. Educational platforms such as online courses and e-books have made learning more accessible. For example, Tanzanian students can use websites like Coursera or Khan Academy to learn subjects beyond their school curriculum.

The internet has boosted economic growth by enabling e-commerce and online businesses. Many entrepreneurs use social media and online marketplaces to sell their products and services. For example, Tanzanian businesses advertise on Facebook and Instagram to reach a wider audience.

The internet has enhanced communication by making it easier for people to connect through social media, email, and video calls. For example, families separated by long distances can stay in touch via WhatsApp video calls.

However, the internet has also contributed to the spread of misinformation and fake news, leading to confusion and social unrest. For example, during elections, false political rumors can spread quickly on social media, influencing public opinion negatively.

It has increased cybercrime, including online fraud and hacking. Many people in Tanzania have fallen victim to scams, such as fake job offers and online pyramid schemes. For example, individuals have lost money through fraudulent online investment schemes.

The internet has led to addiction and reduced productivity among young people who spend excessive time on social media and gaming platforms. For example, students who spend hours on TikTok or YouTube may neglect their studies and underperform academically.

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

Minutes of the Communication Skills Department Meeting

Date: 12/05/2011

Time: 1300

Venue: TT 8

Chairperson: zawadi Bahati

Attendance:

Five members were present

Three members were absent without notice

One member sent an apology for absence

Two non-departmental members attended

Agenda Items:

1. Communication Skills Terminal Examination: The department discussed the upcoming terminal examination, including exam dates, question preparation, and invigilation duties.

2. Organizing Communication Skills Exhibition: Members shared ideas on how to successfully host the exhibition, including inviting guest speakers, preparing student presentations, and setting up displays.

Resolutions:

Members agreed to finalize the exam questions by .

A committee was formed to oversee the exhibition planning, with specific roles assigned.

The next meeting was scheduled for

Adjournment: The meeting was adjourned at

Signed:

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.

Scanning is used to find specific information quickly without reading the entire text. It is useful when looking for keywords or figures. For example, a student scanning a dictionary to find the meaning of a word.

Skimming involves reading quickly to get the main idea of a text without focusing on details. It is useful for reviewing summaries or headlines. For example, a journalist skimming a newspaper to grasp the main news stories.

Intensive reading requires careful and detailed reading to fully understand complex information. It is used for studying academic materials. For example, a law student reading a case study in a legal textbook.

Extensive reading is done for pleasure or general knowledge, where the reader enjoys the text without analyzing every detail. For example, reading a novel like *The River and the Source* for leisure.

Critical reading involves analyzing and evaluating a text to form an independent opinion. It is useful in academic research. For example, a university student critically reading a research paper to assess the validity of its arguments.

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

Reading a variety of books, newspapers, and articles exposes a person to new words and phrases. For example, reading novels by different authors introduces diverse vocabulary styles.

Using a dictionary and thesaurus helps in learning new words along with their meanings, synonyms, and antonyms. For example, checking the word "benevolent" in a dictionary reveals its definition and similar words like "kindhearted" and "generous."

Practicing writing by keeping a journal or writing essays enhances vocabulary as one actively uses new words. For example, writing a daily diary using newly learned words helps in retention.

Engaging in conversations with fluent English speakers provides opportunities to learn new expressions and phrases. For example, discussing current events in English helps in learning industry-specific vocabulary.

Playing word games such as Scrabble, crossword puzzles, and vocabulary quizzes strengthens word recall and comprehension. For example, solving a crossword puzzle introduces uncommon words in an enjoyable way.

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

Meetings facilitate decision-making by allowing team members to discuss and agree on strategies or policies. For example, a company's board meeting determines the direction of future business plans.

They improve communication among employees by providing updates on projects and company goals. For example, a weekly team meeting ensures that all staff members are aligned with their responsibilities.

Meetings enhance teamwork and collaboration, encouraging employees to share ideas and solve problems collectively. For example, a brainstorming meeting for marketing strategies brings creative solutions.

They provide opportunities for feedback, allowing employees to voice concerns or suggest improvements. For example, in a staff meeting, employees can discuss workplace challenges with management.

Meetings promote accountability by assigning tasks and following up on progress. For example, a monthly review meeting ensures that all departments meet their performance targets.

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

Non-verbal communication reinforces spoken messages, making them clearer and more effective. For example, a teacher explaining a difficult concept may use hand gestures to emphasize key points.

It expresses emotions and attitudes without words. For example, a smile conveys happiness, while a frown indicates disapproval.

Non-verbal communication helps regulate conversations by signaling when someone should speak or listen. For example, nodding shows agreement and encourages the speaker to continue.

It aids in conveying messages where words are insufficient or inappropriate. For example, a police officer directing traffic uses hand signals to communicate with drivers.