

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: 2012

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. Define the following concepts and give two examples for each.

Synonyms are words that have the same or similar meanings. They help improve vocabulary by providing alternative ways to express an idea. For example, "happy" and "joyful" are synonyms because they both describe a state of being pleased. Another example is "fast" and "quick," which both indicate high speed.

Antonyms are words that have opposite meanings. They help in understanding contrasts and improving sentence variety in writing. For example, "hot" and "cold" are antonyms because they describe opposite temperature conditions. Another example is "success" and "failure," which represent opposite outcomes of an effort.

2. Briefly explain four types of essays.

A narrative essay tells a story, often based on personal experiences or fictional events. It includes characters, a plot, and a setting. For example, an essay titled "My First Day at School" narrates a personal event in a chronological sequence.

A descriptive essay focuses on detailing a person, place, object, or experience to create a vivid image in the reader's mind. For example, an essay titled "A Beautiful Sunset at the Beach" would describe colors, sounds, and emotions to bring the scene to life.

An expository essay aims to explain a concept, process, or idea logically without including personal opinions. It relies on facts and analysis. For example, an essay on "How Photosynthesis Works" explains the scientific process clearly.

An argumentative essay presents an argument on a specific topic, supporting it with evidence and reasoning. It often involves persuading the reader to accept a particular viewpoint. For example, an essay titled "Why Schools Should Implement Technology in Classrooms" argues for the benefits of technology in education.

3. Identify four reasons of writing minutes during a meeting.

Minutes serve as an official record of discussions and decisions made in a meeting. They provide a written reference for participants and those who were absent.

They ensure accountability by documenting assigned tasks, deadlines, and responsibilities. This helps in tracking progress and ensuring follow-ups.

Minutes help in resolving conflicts by providing a factual record of what was discussed and agreed upon. They prevent misunderstandings about past decisions.

They are useful for legal purposes, especially in organizations and institutions where records of meetings are required for compliance and governance.

4. (a) Briefly describe the term ‘Oral presentation’.

An oral presentation is a structured spoken communication delivered to an audience with the purpose of informing, persuading, or entertaining. It requires clear articulation, confident delivery, and effective use of verbal and non-verbal communication skills.

(b) Mention four forms of oral presentation.

A persuasive presentation aims to convince the audience to accept a particular viewpoint or take action. For example, a campaign speech advocating for environmental conservation.

An informative presentation provides knowledge or explains a concept. For example, a teacher explaining the effects of climate change to students.

An instructional presentation gives step-by-step guidance on how to do something. For example, a workshop on using software like Microsoft Excel.

An entertaining presentation is meant to engage and amuse the audience while delivering a message. For example, a comedian’s stand-up performance that includes humorous storytelling.

5. (a) What is mass communication?

Mass communication is the process of delivering information, messages, or entertainment to a large audience through various media channels such as television, radio, newspapers, and the internet. It is used for news broadcasting, advertising, and public awareness campaigns.

(b) List two primary skills of communication.

Listening skills enable effective understanding and interpretation of messages. Active listening ensures engagement in conversations and improves relationships.

Speaking skills allow clear and confident expression of thoughts, ideas, and emotions. Good articulation and tone help in delivering effective communication.

6. (a) What is a media channel?

A media channel is a platform or medium used to transmit information to an audience. It can be traditional, such as newspapers and radio, or digital, such as social media and online streaming services.

(b) List down four categories of media channel.

Print media includes newspapers, magazines, and books that convey information in written form. Broadcast media consists of television and radio, which reach wide audiences through audio and visual content.

Digital media involves online platforms such as websites, blogs, and social media networks like Facebook and Twitter.

Outdoor media includes billboards, posters, and banners used for advertisements and public messages in public spaces.

7. Distinguish structures of formal and informal letters by identifying two features in each case.

A formal letter follows a professional tone and structure, including the sender's and recipient's addresses, a subject line, and a polite closing. For example, a job application letter.

An informal letter is more casual and personal, often addressed to friends or family. It does not require strict formatting and may include personal expressions and greetings. For example, a letter to a friend inviting them to a birthday party.

8. Mention two factors that promote effective communication.

Clarity in message delivery ensures that the receiver understands the intended information without confusion. Simple and precise language improves comprehension.

Active listening promotes engagement in communication by allowing the listener to focus on the speaker's message and provide meaningful feedback.

9. "The bungalow on that hill can be seen from the mainland whenever the weather is fine."

(a) Sentence:

The entire statement is a sentence because it contains a complete thought and follows grammatical structure.

(b) Main clause:

"The bungalow on that hill can be seen from the mainland." This clause expresses a complete idea independently.

(c) Subordinate clause:

"Whenever the weather is fine." This clause depends on the main clause for meaning and does not stand alone.

(d) Phrase:

"The bungalow on that hill" is a noun phrase because it acts as a single unit within the sentence.

10. Mention four types of communication.

Verbal communication involves spoken or written words to convey messages. Examples include phone conversations and emails.

Non-verbal communication uses body language, facial expressions, and gestures to communicate. Examples include nodding in agreement and smiling to express happiness.

Visual communication relies on images, symbols, and charts to share information. Examples include infographics and PowerPoint presentations.

Written communication involves transferring information through text, such as reports, letters, and social media messages.

11. Explain clearly five features of nonverbal communication.

Nonverbal communication is continuous, meaning that it occurs constantly, even when words are not being spoken. Body language, facial expressions, and gestures often communicate messages before a person speaks. For example, a person crossing their arms may indicate defensiveness or discomfort.

It is culture-specific, meaning that the same gesture or expression can have different meanings in different cultures. For example, in some cultures, maintaining direct eye contact is a sign of confidence, while in others, it is considered disrespectful.

Nonverbal communication is often more reliable than verbal communication because people tend to believe actions more than words. For instance, if someone says they are happy but has a sad expression, the facial expression is more likely to reveal their true emotions.

It complements verbal communication by reinforcing or adding meaning to spoken words. For example, a teacher explaining a difficult concept may use hand gestures to illustrate points, making it easier for students to understand.

It can substitute verbal communication in situations where speaking is not possible or appropriate. For instance, nodding instead of saying "yes" or waving instead of saying "goodbye" are common nonverbal substitutes for speech.

12. Note making is inevitable in a classroom situation. Substantiate this statement by identifying five skills of note making.

Active listening is essential for effective note-making because it helps students focus on key points rather than trying to write everything verbatim. Paying close attention to a lecture ensures that only relevant information is recorded.

Summarization skills help in condensing long explanations into concise notes. Instead of writing full sentences, students can use keywords and short phrases to capture the main ideas.

The use of abbreviations and symbols speeds up the note-making process. For example, using "w/" instead of "with" or "b/c" instead of "because" allows students to write faster while maintaining clarity.

Organizing notes in a structured format, such as using bullet points, headings, and numbering, improves readability and makes reviewing information easier. A well-organized note structure helps in quick retrieval of information before exams.

Reviewing and editing notes after class helps reinforce learning. Going through notes, adding missing details, and highlighting key points enhance understanding and retention of knowledge.

13. Compare and contrast between a dictionary and an encyclopedia. Write not less than three points in each case.

A dictionary provides definitions, pronunciation, and grammatical details of words, whereas an encyclopedia provides detailed explanations of topics, events, and concepts. A dictionary focuses on individual words, while an encyclopedia covers broader subjects.

Dictionaries are generally shorter and contain word entries arranged alphabetically, while encyclopedias are more extensive, often including multiple volumes covering different disciplines. For example, a medical dictionary defines medical terms, while a medical encyclopedia explains diseases, treatments, and research.

A dictionary helps with language learning by improving vocabulary and spelling, whereas an encyclopedia is used for research and gaining in-depth knowledge on specific subjects. A dictionary entry for "gravity" provides its meaning and pronunciation, while an encyclopedia article on "gravity" explains its scientific principles and historical discoveries.

14. Explain the meaning of the following concepts as they are used in communication: Seminar, citation, screen interview, minutes, and memo. Give examples to substantiate your explanation.

A seminar is a formal gathering where people discuss a specific topic, often led by an expert. For example, a university may organize a seminar on climate change where researchers present their findings.

A citation is a reference to a source of information used in academic or professional writing. For example, when writing a research paper, a citation such as "Smith, J. (2020). The Effects of Pollution. Oxford University Press." gives credit to the original author.

A screen interview is a job interview conducted through video conferencing platforms such as Zoom or Skype. For example, an international company may conduct initial interviews online before selecting candidates for in-person assessments.

Minutes are official records of what was discussed and decided in a meeting. For example, after a school board meeting, the secretary prepares minutes summarizing key points such as decisions on new policies and upcoming events.

A memo is a short, formal document used for internal communication within an organization. For example, an office manager may send a memo to employees reminding them about an upcoming staff meeting.

15. Describe five important things which must be included when writing a curriculum vitae.

A CV should include personal details such as the applicant's full name, contact information, and professional email address. This ensures that employers can easily reach the candidate.

A strong career objective statement summarizes the applicant's career goals and professional aspirations. For example, "A dedicated mechanical engineer seeking to contribute innovative solutions in the manufacturing industry."

An education background section lists academic qualifications, including the names of institutions, degrees earned, and years of completion. For example, "Bachelor of Science in Computer Science, University of Nairobi, 2019-2023."

The work experience section highlights previous employment, job responsibilities, and accomplishments. For example, "Software Developer at ABC Tech (2020-2023) – Developed an inventory management system that improved efficiency by 30%."

A skills section showcases relevant abilities such as technical skills, language proficiency, and soft skills like teamwork and problem-solving. For example, "Proficient in Python programming and data analysis."

16. With examples, analyze five kinds of questions that are likely to be asked in a job interview.

Personal background questions seek to understand the candidate's personal traits and career aspirations. Example: "Tell us about yourself and why you chose this career path."

Job-related questions assess the candidate's technical knowledge and experience. Example: "What are your main responsibilities in your current role?"

Behavioral questions evaluate how a candidate handles situations based on past experiences. Example: "Describe a time when you had to meet a tight deadline and how you managed it."

Company-specific questions test how much the candidate knows about the organization. Example: "What do you know about our company and why do you want to work here?"

Salary and expectations questions focus on the candidate's compensation and career goals. Example: "What are your salary expectations for this position?"

17. (a) Write a formal invitation to a staff mate on the occasion of your daughter's send-off party to be held in September 2012. Your name and address is: Kudra Yamungu, P.O. Box 366, Mtakuja.

Kudra Yamungu
P.O. Box 366,
Mtakuja
12/12/2012

Dear Staff,

Subject: Invitation to My Daughter's Send-off Party

I am pleased to invite you to the send-off party of my beloved daughter, which will take place in September 2012 at my residence. This special occasion will be a joyous celebration, and I would be honored to have your presence.

The event will begin at 4:00 PM, followed by dinner and entertainment. Your attendance will be greatly appreciated as we celebrate this important milestone in my daughter's life.

Kindly confirm your attendance at your earliest convenience.

Looking forward to celebrating together.

Yours sincerely,

Kudra Yamungu

(b) Assume you are a staff mate who has been invited. Write a note of acceptance. Your name and address is: Riziki Maliyatabu, P.O. Box 177, Mwendapole.

Riziki Maliyatabu
P.O. Box 177,
Mwendapole
12/07/2012

Dear Kudra Yamungu,

Thank you for your kind invitation to your daughter's send-off party. I am delighted to accept and look forward to celebrating this special occasion with you.

Wishing you all the best in the preparations. See you soon.

Best regards,

Riziki Maliyatabu

18. Oral communication is said to be virtuous over other communication systems. Justify this statement by using five examples.

Oral communication allows immediate feedback, enabling speakers to clarify points or answer questions instantly. For example, in a classroom setting, a student can ask the teacher to explain a difficult concept in real time.

It conveys emotions and intentions effectively through tone, pitch, and facial expressions. For example, a manager encouraging employees with a motivational speech can inspire confidence and enthusiasm.

Oral communication is more flexible and adaptable to different situations. For example, in a business meeting, a speaker can adjust their speech based on the audience's reaction.

It fosters personal connections and strengthens relationships. For example, face-to-face conversations between friends enhance bonding through gestures and eye contact.

It is quicker than written communication in delivering urgent messages. For example, in an emergency, making a phone call is faster than sending an email.

