

**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: 2014**

**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 terms:

(a) Dictionary

A dictionary is a reference book or digital resource that contains a list of words in a particular language, providing their meanings, pronunciations, parts of speech, and usage examples. It helps learners and professionals to improve vocabulary and language comprehension.

Example: The Oxford English Dictionary is widely used for learning English vocabulary.

(b) Encyclopaedia

An encyclopedia is a collection of information on various subjects, usually arranged alphabetically or thematically. It provides detailed explanations, historical facts, and references for further research.

Example: Britannica Encyclopaedia is a well-known source of knowledge on different academic topics.

(c) Internet

The internet is a global network that connects millions of computers and allows users to access, share, and communicate information. It is widely used for research, communication, entertainment, and commerce.

Example: Websites like Google and Wikipedia provide instant access to information on any topic.

(d) Bibliography

A bibliography is a list of sources, such as books, journals, and websites, that have been used or referenced in academic or professional writing. It helps in giving credit to original authors and avoiding plagiarism.

Example: At the end of a research paper, students include a bibliography to acknowledge all referenced sources.

2. The following sentences are incorrect. Rewrite them correctly and give a reason for each sentence being incorrect.

(a) Incorrect sentence: One of the shops in our street close late.

Corrected sentence: One of the shops in our street closes late.

Reason: The subject "one of the shops" is singular, so the verb should be in the singular form ("closes" instead of "close").

(b) Incorrect sentence: The smell of the oranges are refreshing.

Corrected sentence: The smell of the oranges is refreshing.

Reason: The subject "smell" is singular, so the verb must also be singular ("is" instead of "are").

3. Differentiate between conversation and speech by using two points.

Purpose: A conversation is an informal exchange of ideas between two or more people, while a speech is a formal or structured talk delivered to an audience.

Example: A casual discussion with a friend is a conversation, whereas a presidential address is a speech.

Interaction: In a conversation, both parties participate actively, exchanging ideas, whereas in a speech, only one person speaks while the audience listens.

Example: A debate involves conversation, while a teacher's lecture is a speech.

#### 4. Outline four causes of barriers to communication.

Language differences: When people speak different languages or dialects, misunderstandings may arise due to incorrect translations or lack of comprehension.

Example: A tourist who speaks only Chinese may struggle to communicate with an English-speaking hotel receptionist.

Noise and distractions: Physical noise such as loud music, traffic, or poor network connections can interfere with effective communication.

Example: A phone conversation in a noisy restaurant may cause the speaker to repeat words multiple times.

Psychological barriers: Personal biases, emotions, or stress can prevent people from interpreting messages correctly.

Example: A person experiencing anxiety may misunderstand constructive criticism as an attack.

Cultural differences: Different cultures have unique communication styles, body language, and etiquette, which may cause misinterpretations.

Example: In some cultures, direct eye contact is a sign of confidence, while in others, it is considered rude.

#### 5. Use each of the following phrasal prepositional verbs to make meaningful sentences.

(a) Called off – The football match was called off due to heavy rain.

(b) Called up – He was called up for military service after completing his studies.

(c) Hand in – Students must hand in their assignments before the deadline.

(d) Hand over – The police asked him to hand over his identification card.

#### 6. Identify the appropriate ways used in the formation of the following words.

(a) Illogical – Clipping (Derived from the word "logic" with the prefix "il-" added to change meaning).

(b) Blood test – Compounding (Two words, "blood" and "test," combined to form a single term).

(c) Fridge – Borrowing (Adopted from the word "refrigerator" and shortened for ease of use).

(d) Interpol – Blending (Derived from "International" and "Police" to create a single word).

7. Using examples, explain four uses of the definite article 'the'.

To refer to specific things that both the speaker and listener know.

Example: "The sun rises in the east." (There is only one sun, so "the" is used.)

To refer to something that has already been mentioned.

Example: "I bought a book. The book is very interesting." (The book is now specific.)

Before superlative adjectives.

Example: "She is the best player in the team." ("Best" is a superlative, so "the" is required.)

Before names of unique geographical locations.

Example: "I visited the Nile River." (There is only one Nile River, making it unique.)

8. Briefly describe four factors which can make 'reading aloud' incomprehensible to the listeners.

Poor pronunciation: If the reader does not pronounce words correctly, listeners may struggle to understand the message.

Example: Mispronouncing "psychology" as "sikology" may confuse the audience.

Reading too fast: Speaking too quickly can make it difficult for listeners to process and follow the content.

Example: A teacher rushing through a passage may cause students to miss key points.

Lack of proper intonation: A monotone voice makes reading dull and difficult to understand.

Example: Reading a story without emphasizing emotions makes it sound robotic.

Misplaced pauses: Incorrect pauses can change the meaning of sentences.

Example: "Let's eat, Grandma!" vs. "Let's eat Grandma!" (A missing comma changes the meaning completely.)

9. Briefly explain four factors indicating the importance of an introduction in written works.

Grabs the reader's attention: The introduction should engage the reader and create interest.

Example: A good essay starts with a thought-provoking question or a fact.

Provides background information: It sets the context for the discussion that follows.

Example: A research paper on climate change begins with statistics on global warming.

States the main idea or thesis statement: It clearly outlines the purpose of the writing.

Example: "This essay will discuss the effects of social media on teenagers."

Helps in structuring the document: A well-written introduction guides the reader on what to expect in the body of the work.

Example: A business report introduction explains the problem before presenting data and recommendations.

10. With vivid examples, enumerate four functions of media in our daily life.

Information dissemination: The media provides news and updates on local and global events.

Example: TV news channels report on political developments and natural disasters.

Education and awareness: Media spreads knowledge on various subjects, such as health, finance, and social issues.

Example: Documentaries on National Geographic teach about wildlife conservation.

Entertainment: Media offers movies, music, and television shows for relaxation and enjoyment.

Example: Streaming platforms like Netflix provide access to various films and series.

Advertising and marketing: Businesses use media to promote products and services to potential customers.

Example: A company runs a social media campaign to launch a new smartphone.

11. Interpersonal communication may result in interpersonal relationships. Explain five factors which make people attracted to each other.

Physical appearance: People are naturally attracted to those who look appealing to them.

Example: A well-groomed individual may attract more attention in social interactions.

Shared interests: Common hobbies or beliefs strengthen relationships.

Example: Two people who enjoy playing football together may develop a strong friendship.

Personality traits: Traits like kindness, confidence, and humor influence attraction.

Example: A positive and supportive person is more likely to build meaningful relationships.

Proximity: Frequent interaction increases attraction.

Example: People who work in the same office tend to develop friendships.

Effective communication: Open and honest conversations foster deeper connections.

Example: Couples who communicate well build stronger relationships.

12. The Communication Skills subject is taught in Grade IIIA and Diploma in Education courses. Explain clearly six importance of teaching Communication Skills in teachers' colleges.

#### 1. Enhances Effective Classroom Communication

Teaching Communication Skills in teachers' colleges equips future educators with the ability to convey lessons clearly and effectively. Good communication ensures that students understand concepts without confusion.

Example: A teacher who speaks clearly and uses simple language helps students grasp difficult subjects like mathematics.

#### 2. Improves Student Engagement and Participation

Teachers who master communication skills create interactive learning environments where students feel comfortable asking questions and participating in discussions.

Example: A teacher using engaging storytelling methods to explain a historical event makes students more interested in the lesson.

#### 3. Develops Listening and Interpretation Skills

Teachers must be good listeners to understand students' concerns and respond appropriately. Effective listening helps educators identify students' strengths and weaknesses.

Example: A teacher who listens carefully to students' answers can assess their level of understanding and adjust the teaching method accordingly.

#### 4. Enhances Conflict Resolution in Schools

Teaching communication skills helps teachers handle classroom disputes and misunderstandings professionally. They learn to mediate conflicts between students without favoritism or bias.

Example: A teacher resolving a conflict between two students over stolen property uses calm and diplomatic language to settle the issue.

#### 5. Builds Confidence in Public Speaking

Teachers are public speakers who must address students, parents, and colleagues confidently. Good communication skills eliminate anxiety and improve presentation skills.

Example: A teacher presenting at a school meeting about students' academic progress uses structured points and clear articulation to impress parents.

#### 6. Prepares Teachers for Leadership Roles

Effective communication is crucial for leadership positions in education, such as head teachers and school administrators. Strong communicators inspire and guide teams effectively.

Example: A school principal who communicates a clear vision and expectations helps teachers and students work towards common goals.

13. Knowledge of a word exists on various levels in any particular language. Discuss six ways of comprehending a word in the English language.

#### 1. Understanding the Meaning Through Context

Words can be understood by analyzing the surrounding words in a sentence. Context clues help determine unfamiliar words' meanings.

Example: In the sentence, "The arid desert lacked vegetation," the word "arid" means dry because of the reference to a lack of vegetation.

#### 2. Identifying the Root Word, Prefix, and Suffix

Many English words have roots, prefixes, and suffixes that give clues about their meanings.

Example: The word "unhappy" consists of "un-" (prefix meaning "not") and "happy" (root word), meaning "not happy."

#### 3. Using a Dictionary or Online Resources

One of the best ways to comprehend a word is by looking it up in a dictionary, which provides definitions, pronunciation, and usage examples.

Example: The Oxford Dictionary defines "benevolent" as "showing kindness and goodwill."

#### 4. Recognizing Synonyms and Antonyms

Understanding synonyms (words with similar meanings) and antonyms (words with opposite meanings) helps expand vocabulary and comprehension.

Example: The word "enormous" is a synonym for "huge," while its antonym is "tiny."

#### 5. Studying Word Usage in Different Sentences

A word may have multiple meanings depending on how it is used in a sentence. Examining different uses helps in comprehension.

Example: The word "bank" can mean a financial institution ("I deposited money at the bank.") or the land beside a river ("He sat on the riverbank.").

#### 6. Listening to and Practicing Pronunciation

Some words are understood better when heard spoken correctly. Listening to native speakers, audiobooks, or pronunciation guides helps in mastering words.

Example: The word "colonel" is pronounced as "kernel," which is different from how it appears in writing.

14. A dictionary is a very important book when learning a second language. Explain with vivid examples six uses of a dictionary.

A dictionary helps learners understand the meaning of unfamiliar words. When a student encounters a new word while reading, they can refer to a dictionary to find its definition and usage. For example, if a student comes across the word "meticulous," they can learn that it means "very careful and precise."

A dictionary assists in learning the correct pronunciation of words. Many dictionaries provide phonetic symbols and audio pronunciations, helping learners pronounce words correctly. For instance, an English learner unsure of how to pronounce "colonel" can check a dictionary and realize it is pronounced as "kernel."

A dictionary provides information on word usage, including grammatical rules and sentence structures. Learners can see how words fit into sentences and how they change with tense or form. For example, the dictionary may show that the verb "run" changes to "ran" in the past tense.

A dictionary helps expand vocabulary by offering synonyms and antonyms. This allows learners to express themselves more accurately and avoid repetition in speech or writing. For instance, instead of repeatedly using the word "happy," a learner can use synonyms like "joyful," "cheerful," or "content."

A dictionary helps in understanding idioms and phrases. Many words have meanings that change depending on context, and a dictionary explains these variations. For example, the phrase "kick the bucket" does not literally mean kicking a bucket but is an idiom for "to die."

A dictionary provides information about word origins and etymology, helping learners understand how words have evolved over time. For example, a dictionary might explain that the word "hospital" comes from the Latin word "hospes," meaning "guest or host."

15. Imagine you have been invited to make an oral presentation on HIV/AIDS during the college assembly. Describe six important guidelines to consider during that presentation.

Proper preparation is crucial before delivering an oral presentation. Researching HIV/AIDS thoroughly ensures the presenter provides accurate and up-to-date information. Understanding key facts such as



transmission methods, prevention strategies, and myths about the disease enhances the credibility of the speaker.

Engaging the audience is essential to maintain interest. A presenter should use simple language, real-life examples, and interactive methods such as asking questions or using visual aids like charts and slides. This keeps listeners attentive and makes the information more relatable.

Maintaining a clear structure helps in effective communication. The presentation should have a well-defined introduction, body, and conclusion. The introduction should capture the audience's attention, the body should present the main points, and the conclusion should summarize the key takeaways.

Using appropriate body language enhances the delivery of the presentation. A presenter should maintain eye contact, use hand gestures to emphasize key points, and adopt an open posture to appear confident and approachable. Avoiding nervous habits like excessive movement or looking at notes too often improves engagement.

Managing time effectively ensures that all key points are covered without rushing or omitting important details. A well-paced presentation keeps the audience engaged and allows time for questions and discussions. Practicing beforehand helps in maintaining a balanced pace.

Handling questions professionally is important. The presenter should be ready to answer audience inquiries with confidence and clarity. If a question is difficult, admitting the need for further research rather than providing incorrect information maintains credibility. Encouraging discussions fosters a better understanding of the topic.

16. Explain vividly six important aspects involved in writing a curriculum vitae.

A clear personal information section is the foundation of a well-structured CV. It includes the applicant's full name, phone number, email address, and sometimes a home address. For example, an employer needs this information to contact the applicant for an interview.

A strong career objective statement summarizes the applicant's career goals and professional aspirations. This section should be concise and tailored to the job being applied for. For example, a teacher might write, "Dedicated educator seeking to inspire and empower students through engaging and innovative teaching methods."

An education background section lists the applicant's academic qualifications in reverse chronological order, starting with the most recent. It includes the names of institutions, degrees earned, and graduation years. For example, "Bachelor of Science in Education, University of Dar es Salaam, 2022."

A well-detailed work experience section highlights previous employment positions, responsibilities, and achievements. Employers look for relevant experience that demonstrates skills and capabilities. For example, a CV for a sales position might include, "Sales Representative at XYZ Company (2020-2023) – Increased sales revenue by 30% through customer engagement strategies."

A skills section showcases the candidate's professional abilities, including both technical and soft skills. For example, an IT specialist may list "Proficiency in programming languages like Python and Java," while a teacher may include "Strong classroom management and communication skills."

A references section provides the names and contact details of individuals who can vouch for the applicant's qualifications and work ethic. Employers may contact these referees to verify details in the CV. For example, "John Doe, Senior Manager at ABC Ltd, Email: johndoe@email.com, Phone: +255 700 123456."

#### 17. Analyse three components involved in writing an essay.

A strong introduction is the first component of an effective essay. It captures the reader's attention and provides a brief overview of the topic. A well-written introduction includes a hook, background information, and a thesis statement. For example, an essay on climate change might start with a statistic like, "The Earth's average temperature has risen by 1.1°C since the late 19th century, leading to severe weather changes worldwide."

The body paragraphs form the main part of an essay, where arguments, explanations, and evidence are presented. Each paragraph should focus on a single idea and be supported by examples, facts, or quotations. For example, in an argumentative essay about renewable energy, one paragraph may discuss the environmental benefits of solar power, citing research data.

A conclusion provides a summary of the main points and reinforces the thesis statement without introducing new ideas. It leaves a lasting impression on the reader by restating key arguments in a compelling manner. For example, in an essay about the importance of education, the conclusion might state, "Investing in education is the key to reducing poverty and fostering economic growth worldwide."

18. Imagine you are a sports master/mistress at Mwenge Secondary School in Arusha region. On behalf of your Headmaster, write a letter to the administrator of Sabasaba Secondary School, P.O. Box 53567, Dar-es-Salaam, requesting for accommodation for a group of thirty students (twelve girls and eighteen boys), from your school who will be attending inter-school sports and games bonanza for one week since 1st July, 2014. Sign the letter as Mwendapole Mkwaju.

Mwenge Secondary School,  
P.O. Box 3014,  
Arusha,  
28/06/2014

The Administrator,  
Sabasaba Secondary School,  
P.O. Box 53567,  
Dar-es-Salaam.

Subject: Request for Accommodation for Inter-School Sports Bonanza Participants

Dear Sir/Madam,

I am writing on behalf of the Headmaster of Mwenge Secondary School to request accommodation for a group of thirty students (twelve girls and eighteen boys) from our school. These students will be participating in the upcoming inter-school sports and games bonanza scheduled to take place from 1st July 2014, for one week.

We kindly request that you provide suitable lodging facilities for the students during their stay. We also seek information regarding any rules, meal arrangements, and other requirements we should fulfill before their arrival. Any additional guidelines from your institution regarding accommodation will be highly appreciated.

We are grateful for your assistance in facilitating this arrangement and look forward to your positive response. Please let us know if there are any charges or necessary preparations we need to make in advance.

Thank you for your support and cooperation. We look forward to a successful sports bonanza.

Yours sincerely,  
Mwendapole Mkwaju  
Sports Master/Mistress  
Mwenge Secondary School