THE UNITED REPUBLIC OF TANZANIA

NATIONAL EXAMINATIONS COUNCIL OF TANZANIA

DIPLOMA IN SECONDARY EDUCATION EXAMINATION

724   **COMMUNCATION SKILLS**

(For Both School and Private Candidates)

Time: 3 Hours   **ANSWERS**   **Year: 2015**

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.

1. (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 occurred in the past, is happening in the present, or will happen in the future. Tenses are essential in structuring sentences to convey the correct meaning and maintain clarity in communication. The three main categories of tense are past, present, and future, each having various forms such as simple, continuous, perfect, and perfect continuous.

(b) Mention three uses of the present continuous tense.

The present continuous tense is used to describe actions that are happening at the moment of speaking. For example, "She is reading a book" indicates that the action is ongoing.

It is used to describe planned future events. For example, "We are traveling to Dar es Salaam next week" shows a future arrangement that has already been decided.

It is also used to describe temporary situations. For instance, "I am working from home this month" implies that the situation is not permanent and will change later.

2. Outline four advantages of extensive reading.
Extensive reading improves language skills by exposing readers to a variety of vocabulary and sentence structures in different contexts. This enhances their ability to use language more effectively in speaking and writing.

It increases reading speed and fluency. Since extensive reading involves reading for general understanding rather than analyzing every word, it helps readers develop faster reading habits.

Extensive reading enhances comprehension skills by allowing readers to understand texts based on context rather than relying solely on individual word meanings. This is particularly useful for language learners.
It promotes enjoyment and motivation to read. People who engage in extensive reading often develop a love for books and gain knowledge from diverse materials such as novels, newspapers, and magazines.

3. (a) Define the term "noise" as used in communication.

Noise in communication refers to any interference or barrier that disrupts the transmission or understanding of a message between a sender and a receiver. It can be physical, psychological, semantic, or environmental, and it affects the effectiveness of communication.

(b) Briefly explain any three forms of noise.

Physical noise includes external disturbances such as loud sounds from machinery, traffic, or other background noises that make it difficult to hear or concentrate on the message.

Semantic noise occurs when the meaning of words or phrases is unclear or misinterpreted. This can happen due to jargon, complex vocabulary, or language differences between the sender and receiver.

Psychological noise involves mental distractions such as stress, emotions, or preoccupied thoughts that prevent a person from fully focusing on the communication process.

4. Briefly explain four components of communication.
The sender is the person who initiates the communication by formulating and delivering the message. They encode their thoughts into words, gestures, or symbols to convey meaning to the receiver.

The message is the actual information being communicated. It can be verbal (spoken or written words) or non-verbal (gestures, facial expressions, or body language).

The channel refers to the medium used to transmit the message. It can be face-to-face communication, telephone, email, radio, or other platforms depending on the context of communication.

The receiver is the person who interprets the message. They decode the information based on their understanding, knowledge, and context before providing feedback.

5. (a) Define reading for comprehension.
Reading for comprehension is the process of understanding and interpreting a text to extract meaning, ideas, and information. It involves analyzing the main points, identifying supporting details, and making connections between concepts within the text.

(b) Write in short three purposes of reading for comprehension.

To gain knowledge and understanding of a subject. Comprehension reading allows students and researchers to absorb factual information from books, articles, and academic materials.

To improve critical thinking and analysis. By understanding texts deeply, readers can form their own opinions, compare perspectives, and make informed conclusions.

To enhance communication skills. Understanding written material improves vocabulary, grammar, and overall language proficiency, which helps in both written and verbal communication.

6. Mention four functions of non-verbal communication.

Regulating conversations helps in controlling the flow of communication. For example, nodding can signal agreement or encourage the speaker to continue.

Complementing verbal communication enhances the spoken message. Facial expressions, gestures, and body movements support and reinforce what is being said.

Expressing emotions allows people to convey feelings without words. A smile can indicate happiness, while a frown can show disappointment.

Contradicting verbal communication can indicate dishonesty or disagreement. For example, if someone says "I'm fine" but looks sad, their body language contradicts their words.

7. Outline four characteristics of a good library.

A good library has a well-organized cataloging system that allows users to easily find books and other materials based on title, author, or subject.

It offers a wide range of resources, including books, journals, research papers, and digital materials, to cater to different learning needs.

A good library maintains a quiet and comfortable environment that promotes reading and research without distractions.

It provides access to modern technology such as computers, internet services, and digital databases to support research and learning.

8. Write four reasons on why an introduction is important in oral presentations.

An introduction captures the audience's attention and sets the tone for the presentation. A strong opening ensures that listeners are engaged from the beginning.

It provides an overview of the topic, helping the audience understand what to expect and how the information will be structured.

An introduction establishes the credibility of the speaker. By stating qualifications or expertise, the speaker gains the trust of the audience.

It prepares the audience by creating interest and curiosity, making them eager to listen to the rest of the presentation.

9. Identify four uses of note-making skills to a student teacher.

It helps in organizing information effectively, allowing student teachers to review and recall key points from lectures and study materials.

Note-making aids in exam preparation by summarizing complex concepts into manageable and understandable formats.

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It enhances listening and concentration skills since students must actively process and filter important information while taking notes.

Good note-making encourages creativity by allowing students to develop their own understanding, use mind maps, and highlight essential points.

10. Give meaning of the following terms:

(a) Scanning
Scanning is a reading technique used to quickly locate specific information within a text. For example, looking for a phone number in a directory without reading everything.

(b) Skimming
Skimming involves reading a text rapidly to get the general idea of its content. It is useful for previewing materials before detailed reading.
(c) Intensive reading
Intensive reading focuses on detailed analysis and understanding of a text. It involves studying vocabulary, grammar, and sentence structures deeply.

(d) Extensive reading
Extensive reading involves reading large amounts of material for general understanding or enjoyment, such as reading novels, newspapers, and magazines.

11. With examples, discuss six types of essays.

Narrative essay tells a story based on personal experiences or fictional events. Example: "My First Day at School."

Descriptive essay provides detailed descriptions of a person, place, or event. Example: "A Day at the Beach."

Expository essay explains or informs about a subject using facts. Example: "The Importance of Education."

Argumentative essay presents arguments for or against a topic. Example: "Should Social Media Be Banned in Schools?"

Compare and contrast essay discusses similarities and differences between two subjects. Example: "Traditional Learning vs. Online Learning."

Persuasive essay aims to convince readers to adopt a certain viewpoint. Example: "Why Everyone Should Exercise Daily."

12. Explain the following terms by giving two relevant examples in each:

(a) Blending
Blending is the process of combining parts of two or more words to form a new word with a combined meaning. This is commonly seen in modern English vocabulary, especially in technological and informal terms.
Examples:

Smog (Smoke + Fog) – This word is used to describe air pollution caused by smoke and fog mixing together.

Brunch (Breakfast + Lunch) – A meal that is eaten between breakfast and lunch, usually in late morning.

(b) Reduplication
Reduplication involves repeating a word or part of a word to create a new meaning, often for emphasis or rhythm in language.
Examples:

Bye-bye – A playful way of saying "goodbye," commonly used with children.
Chit-chat – Refers to informal conversation or small talk.

(c) Conversion
Conversion is a word formation process where a word changes its grammatical category without adding any affixes.
Examples:
Google (noun) ---->To google (verb) – The name of the search engine has become a verb meaning "to search online."
Email (noun) ---> To email (verb) – The noun "email" can be used as a verb to mean "send an email."

(d) Acronym
An acronym is a word formed from the first letters of each word in a phrase, usually pronounced as a single word.
Examples:

NASA (National Aeronautics and Space Administration) – The space agency of the United States.
UNESCO (United Nations Educational, Scientific and Cultural Organization) – An international organization that promotes education, science, and culture.

(e) Coinage
Coinage is the creation of a completely new word, often for branding or marketing purposes.
Examples:

Kleenex – Originally a brand name for tissues, but commonly used to refer to all tissues
Xerox – A brand name that has become a verb meaning "to make photocopies."

13. Explain six types of interview by giving one example in each type.

Structured Interview – This type of interview follows a fixed set of questions, ensuring consistency across all candidates. Example: A company interviewing job applicants using a predefined questionnaire.

Unstructured Interview – The questions are flexible, and the conversation flows naturally. Example: A journalist interviewing a celebrity for a magazine feature.
Panel Interview – The candidate is interviewed by multiple interviewers at the same time. Example: A government job interview where a panel of officials assesses the applicant.

Group Interview – Multiple candidates are interviewed together and may be given tasks to assess teamwork. Example: A retail company evaluating several applicants at once for customer service roles.

Phone or Virtual Interview – The interview is conducted over the phone or video call instead of face-to-face. Example: A remote job interview via Zoom or Skype.

Behavioral Interview – The interviewer asks questions based on past experiences to predict future job performance. Example: "Tell me about a time you handled a difficult situation at work."

14. Illustrate six uses of the simple present tense by giving two examples in each case.

To express general truths or facts.
"The sun rises in the east."
"Water boils at 100 degrees Celsius."

To describe habits or routines.
"She wakes up at 6 a.m. every day."
"I go to the gym three times a week."

To state permanent situations.
"He works as a doctor."
"They live in New York."

To express scheduled events.
"The train leaves at 7 p.m."
"The meeting starts at noon."

To express instructions or directions.
"Press the button to turn on the computer."
"Mix the ingredients thoroughly."
To describe emotions and mental states.

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"I love chocolate."
"She believes in hard work."

5. Describe six guidelines for good report writing.

Clarity and Conciseness – A report should be clear and straight to the point. Avoid unnecessary details that may confuse the reader.

Proper Structure – A well-organized report includes sections such as the title, introduction, body, conclusion, and recommendations.

Use of Formal Language – Reports should be written in a professional tone, avoiding slang or informal expressions.

Accuracy of Information – All facts, data, and references should be verified to ensure correctness and reliability.

Objective Presentation – A good report should be free from personal opinions unless stated otherwise. It should be based on facts and logical analysis.

Proper Formatting – Reports should follow a standard format with appropriate headings, bullet points, and tables where necessary to enhance readability.

16. Explain three advantages and three disadvantages of the internet as a source of information.
Advantages:
Easy access to information – The internet provides a vast amount of knowledge on any subject, accessible from anywhere at any time.

Fast and efficient research – Unlike books that require searching through pages, online search engines provide quick and direct results.

Variety of sources – The internet offers information from different perspectives, including academic papers, news articles, and expert opinions.

Disadvantages:

Misinformation and fake news – Not all online sources are credible, and false information can spread quickly.

Distraction and time-wasting – People may get sidetracked by social media or entertainment while searching for information.

Lack of reliability – Some sources lack proper verification, making it difficult to determine the accuracy of information.

17. By using six points, explain how classroom presentation can help student teachers in developing communication.

Enhances public speaking skills – Regular presentations help student teachers develop confidence in speaking clearly in front of an audience.

Improves organization skills – Structuring a presentation requires logical sequencing of ideas, helping teachers learn how to organize lessons effectively.

Boosts clarity and articulation – Speaking in class allows student teachers to practice using correct pronunciation, intonation, and pacing.

Develops critical thinking – Presentations encourage teachers to analyze and interpret information before presenting it to students.

Encourages audience engagement – A good classroom presentation involves interacting with listeners, preparing student teachers for real teaching environments.

Builds confidence – The more a student teacher presents, the more they overcome nervousness, which is crucial for effective classroom management.

18. Explain six factors that make the process of note-taking in the lecture room more complicated.

Fast-paced lectures – If the lecturer speaks too quickly, students may struggle to keep up and miss key points.

Complex terminology – Difficult words or unfamiliar concepts make it hard for students to write down information accurately.

Lack of structure in lectures – If the lecturer jumps between topics without a clear flow, it becomes harder to organize notes logically.

Distractions in the classroom – Noise from classmates or external disturbances can make concentration and note-taking challenging.

Poor listening skills – Some students may struggle to focus on key ideas, leading to incomplete or unclear notes.
Insufficient time to review – If students do not revisit their notes after class, they may forget or misunderstand what they wrote.