

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: 2016

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. Briefly describe four elements of effective communication.

Clarity is an essential element of effective communication. The message should be precise, well-structured, and free from ambiguity to ensure that the receiver understands it correctly.

Active listening plays a crucial role in communication. The listener should focus on the speaker, avoid interruptions, and provide feedback to confirm understanding. This helps in preventing misunderstandings.

Feedback is another important element. It allows the sender to know whether the message has been understood correctly. Feedback can be verbal, non-verbal, or written, and it helps in improving communication effectiveness.

Appropriate body language supports verbal communication. Gestures, facial expressions, and posture convey emotions and emphasis, making communication more engaging and effective.

2. Briefly explain four ways on how you can identify a headword in a dictionary.

Pronunciation marks are used in dictionaries to show how a headword is pronounced. These symbols guide readers on the correct pronunciation of unfamiliar words.

Bold print is often used to highlight headwords, making them stand out from the rest of the text in a dictionary entry. This helps users locate words quickly.

Alphabetical order is a key feature of dictionaries. Headwords are arranged alphabetically, making it easier to search for a specific word by following the sequence of letters.

Guide words appear at the top of dictionary pages, indicating the first and last words on that page. They help users locate headwords within the dictionary more efficiently.

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. Read the following sentence and then answer the questions:

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

(a) What is the type of that sentence?

The sentence is a complex sentence because it contains both an independent clause and a subordinate clause.

(b) Identify the main clause in that sentence.

The main clause is: "The bungalow on that hill can be seen from the mainland."

(c) Write the subordinate clause of that sentence.

The subordinate clause is: "whenever the weather is fine."

(d) Identify any two noun phrases in that sentence.

"The bungalow on that hill"

"The mainland"

5. Mention four qualities needed by a presenter in order to make an effective presentation to the audience.

Confidence is essential in presentation. A confident speaker captures attention, maintains authority, and delivers the message effectively.

Good organizational skills help in structuring the presentation logically. A well-organized speech keeps the audience engaged and ensures clarity.

Vocal variety enhances communication. Changes in tone, pitch, and volume help in emphasizing key points and keeping the audience interested.

Concentration is necessary to stay focused on the topic and respond appropriately to audience feedback. A distracted speaker may lose the audience's attention.

6. Outline four characteristics of silent reading.

Silent reading is done without vocalization, meaning there is no need to read aloud. This allows for faster reading and better comprehension.

It enhances concentration as the reader is fully engaged with the text, minimizing external distractions.

Silent reading improves internalization of ideas because readers process the information mentally rather than focusing on pronunciation.

It helps in developing better reading speed, as there are no pauses or interruptions caused by speaking the words out loud.

7. Briefly explain four sources of information.

Books provide detailed and well-researched information on various subjects. They are widely used in academic and professional fields.

Newspapers and magazines offer current information on events, trends, and topics of interest, making them valuable sources for recent developments.

The internet provides access to vast amounts of information from different sources, including academic journals, blogs, and online databases.

Interviews allow individuals to gather firsthand information from experts, witnesses, or knowledgeable sources about a particular subject.

8. Outline four different techniques of skimming a text.

Reading headings and subheadings helps in quickly identifying the main topics covered in the text.

Scanning for keywords allows readers to focus on important terms and concepts relevant to their search.

Looking at the first and last sentences of paragraphs provides a summary of the main ideas without reading everything in detail.

Glancing at bullet points, charts, and highlighted text helps in picking out key information efficiently.

9. Write four features of paralinguistic communication.

Tone of voice conveys emotions and attitudes beyond the actual words spoken. A friendly tone makes a message more welcoming.

Facial expressions help in expressing emotions like happiness, anger, or surprise, complementing verbal communication.

Gestures, such as hand movements and nodding, add emphasis to spoken words and help in clarifying meaning.

Pauses and silence play a role in communication by allowing emphasis on certain points or giving the audience time to process information.

10. Briefly describe four importance of an encyclopedia.

An encyclopedia provides detailed explanations of topics, making it a valuable reference source for research and learning.

It offers well-organized information, usually in alphabetical order, making it easy to find specific subjects.

Encyclopedias cover a wide range of topics, making them useful for students, professionals, and general readers seeking reliable information.

They serve as a foundation for deeper research by providing an overview of a subject before consulting specialized sources.

11. Explain five features of non-verbal communication.

Posture reflects a person's attitude and confidence level. Standing straight shows confidence, while slouching may indicate boredom.

Hand gestures help in emphasizing points. Waving, pointing, or using hand signals can reinforce spoken messages.

Facial expressions convey emotions without words. A smile indicates friendliness, while a frown may show concern or disagreement.

Proximity, or the distance between people during communication, can indicate the nature of a relationship. Close proximity suggests intimacy, while distance may indicate formality.

Touch, such as a handshake or pat on the back, communicates warmth, support, or authority, depending on the context.

12. Describe the following terms used in word formation by giving two examples in each:

(a) Clipping

Clipping involves shortening a word while retaining its meaning.

Examples:

"Advertisement" ----> "Ad"

"Telephone" ---> "Phone"

(b) Compounding

Compounding is the process of joining two or more words to form a new word.

Examples:

"Notebook"

"Firefighter"

(c) Suffixation

Suffixation involves adding a suffix to a word to change its form or meaning.

Examples:

"Happy" ---> "Happiness"

"Act" -----> "Action"

(d) Blending

Blending combines parts of two words to create a new one.

Examples:

"Smoke" + "Fog" = "Smog"

"Breakfast" + "Lunch" = "Brunch"

(e) Conversion

Conversion changes a word's grammatical category without altering its form.

Examples:

"Google" (noun) ---> "To google" (verb)

"Email" (noun) ---> "To email" (verb)

13. With examples, explain the usefulness of any five punctuation marks.

A period (.) marks the end of a sentence. Example: "She went to school."

A comma (,) separates elements within a sentence. Example: "I bought apples, oranges, and bananas."

A question mark (?) is used at the end of an interrogative sentence. Example: "Where are you going?"

An exclamation mark (!) expresses strong emotions. Example: "Wow! That was amazing!"

A colon (:) introduces a list or explanation. Example: "He brought the following items: a pen, a book, and a ruler."

14. Suggest five strategies which can be used by a speaker in order to make an oral presentation more meaningful.

Proper preparation is a key strategy for delivering a meaningful presentation. A speaker should research the topic thoroughly, organize content logically, and practice multiple times before the actual presentation. A well-prepared speaker is confident, avoids hesitation, and delivers information effectively.

Engaging the audience makes a presentation more interactive and impactful. A speaker should ask questions, encourage discussions, and invite audience participation. This keeps listeners attentive and makes the presentation feel more like a conversation rather than a one-sided speech.

Using appropriate visual aids enhances understanding and retention. Charts, graphs, images, and videos support the spoken message and help clarify complex points. However, visual aids should be used appropriately—too many can distract the audience rather than aid comprehension.

Maintaining eye contact builds trust and connection with the audience. A speaker who looks at the audience rather than reading from notes appears more confident and engaging. Eye contact also allows the speaker to gauge audience reactions and adjust the delivery accordingly.

Effective time management ensures that all key points are covered within the allotted time. A speaker should avoid talking too fast or too slow. Proper pacing allows the audience to absorb information without feeling overwhelmed or losing interest.

15. Note-taking is very essential in a classroom context. Substantiate this statement by identifying five skills which can be used by learners in note-taking.

Active listening is a crucial skill for effective note-taking. A student should focus on key ideas rather than trying to write down everything. By paying close attention to the lecturer, a learner can identify the most relevant points and capture them accurately.

The ability to summarize helps in condensing large amounts of information into concise, meaningful notes. Instead of copying everything verbatim, a student should rephrase key concepts in their own words to enhance understanding and retention.

Using abbreviations and symbols speeds up the note-taking process. Students can develop a shorthand system for frequently used words and phrases. For example, using “&” for “and” or “w/” for “with” allows for quicker writing without losing essential information.

Organizing notes in a structured format improves clarity and ease of review. Using headings, bullet points, and numbering helps separate different topics and makes notes more readable. A well-organized note format allows students to quickly locate specific information when revising.

Reviewing and editing notes after class is an important skill. Going through notes shortly after the lecture helps in filling gaps, clarifying points, and reinforcing understanding. Reviewing notes also provides an opportunity to highlight key concepts and add further explanations where necessary.

16. Explain five listening techniques that can be used by a student teacher when listening to a lecture. Focusing on the speaker is one of the most important listening techniques. A student teacher should avoid distractions such as looking at a phone, talking to others, or letting their mind wander. Active concentration ensures that the listener captures the key message accurately.

Taking structured notes while listening helps in retaining important information. Instead of trying to write down everything, a student teacher should summarize key points and highlight important facts. Using symbols, diagrams, and keywords makes notes more effective for later review.

Asking for clarification when necessary is a key listening technique. If a concept is unclear, the student teacher should not hesitate to seek clarification from the lecturer. This can be done by raising a hand, noting down questions for later discussion, or seeking additional resources.

Practicing reflective listening helps in better comprehension. After listening to a key point, a student teacher should mentally summarize what was said before moving on to the next point. This technique improves retention and ensures deeper understanding.

Maintaining eye contact with the speaker enhances listening effectiveness. It shows attentiveness and keeps the listener engaged. A student teacher who makes eye contact with the lecturer is more likely to stay focused and process the information actively.

17. Write an application letter for the following advertised job in the Daily News of Friday, April 22nd, 2016.

Waziri junior
P.O BOX 37,
Mwenge
Dar es salaam
23/04/2025

The Principal,
Ngvukazi Teachers' College,
P.O. Box 6894,
Morogoro.

Subject: Application for the Position of Communication Skills Tutor

Dear Sir/Madam,

I am writing to express my interest in the position of Communication Skills Tutor as advertised in the Daily News on April 22nd, 2016. With a Diploma in Education from [Your College Name], I have developed strong communication and teaching skills that align with the requirements of this position.

I have over one year of teaching experience, during which I have successfully taught communication skills to students of different learning levels. My fluency in English, combined with my ability to create interactive lessons, ensures that students develop both verbal and written communication proficiency. Additionally, my experience in curriculum planning, student assessment, and classroom management enables me to create a productive learning environment.

I am highly motivated, enthusiastic about education, and committed to fostering effective communication among students. I believe that my experience and qualifications make me a strong candidate for this role. I am eager to contribute to the success of your institution and positively impact students' learning.

I have attached my CV and copies of relevant academic certificates for your review. I am available for an interview at your earliest convenience and look forward to the opportunity to discuss how my skills can benefit your college.

Thank you for your time and consideration. I hope to hear from you soon.

Yours sincerely,
Waziri junior

18. Describe five roles of a card catalogue found in the library.

A card catalogue helps in organizing books systematically in a library. It provides a structured way to locate books based on their title, author, or subject, making it easier for users to find specific resources efficiently.

It serves as an index for the library collection. Instead of searching through shelves randomly, users can check the card catalogue to determine whether a particular book is available and where it is located within the library.

A card catalogue helps in tracking book details such as publication date, edition, and volume. This is particularly useful for researchers who need to reference specific editions of a book for academic purposes.

It aids in inventory management by allowing librarians to maintain records of the books available in the library. It helps in identifying missing, damaged, or outdated books, ensuring that the library collection remains well-maintained and updated.

A card catalogue supports user convenience by reducing search time. Readers can quickly determine the availability and location of a book without physically browsing through multiple shelves, improving efficiency and enhancing the overall library experience.