

**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: 2018**

**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. Outline four qualities of a good public speaker.

Confidence is a key quality of a good public speaker. A confident speaker captures the audience's attention and delivers their message effectively without hesitation. Confidence can be built through practice and preparation.

Clarity in speech is essential for effective communication. A good speaker should articulate words properly, use appropriate pacing, and ensure that the message is easily understood by the audience.

Good public speakers engage their audience. They maintain eye contact, use gestures, and interact with listeners through questions or discussions to keep their attention throughout the speech.

A good speaker must have strong knowledge of the topic. Being well-informed ensures credibility and allows the speaker to answer questions and provide accurate information confidently.

2. Briefly explain four elements of non-verbal communication.

Facial expressions convey emotions such as happiness, sadness, surprise, and anger without using words. They help the audience understand the speaker's feelings and intent.

Body language includes posture, gestures, and movement, which complement verbal communication. For example, an upright posture shows confidence, while crossed arms may indicate defensiveness.

Eye contact is an important non-verbal cue. It shows attentiveness, sincerity, and confidence. Avoiding eye contact may indicate nervousness or dishonesty.

Tone of voice affects how a message is received. The pitch, volume, and speed of speech can express enthusiasm, urgency, or seriousness, influencing the audience's reaction.

3. Differentiate between intensive and extensive reading, by using two points.

Intensive reading involves analyzing a text in detail to understand its meaning, vocabulary, and structure. It is commonly used in academic and language learning settings. Extensive reading, on the other hand, is done for general comprehension and enjoyment, focusing on the overall message rather than specific details.

In intensive reading, the pace is slow because the reader needs to focus on every word and sentence structure. In contrast, extensive reading is faster, as the reader aims to get the main idea without paying attention to every detail.

4. Outline four skills a student teacher should possess for effective note-taking from an oral presentation.

Active listening is essential for effective note-taking. A student teacher must focus on the key points and avoid distractions to capture relevant information accurately.

Summarization skills help in writing concise notes. Instead of copying everything, a student should identify main ideas and write them in a clear and structured manner.

Using abbreviations and symbols speeds up note-taking. Shortening words and using symbols like arrows and asterisks help in writing quickly without missing important points.

Organizational skills ensure that notes are structured logically. Using headings, bullet points, and numbering makes it easier to review and understand the information later.

#### 5. Identify four features of a good report.

A good report is clear and concise. It presents information in a straightforward manner, avoiding unnecessary details that may confuse the reader.

Accuracy is a key feature of a good report. All facts, data, and sources should be correct and well-researched to maintain credibility.

A well-structured report follows a logical format, including an introduction, body, and conclusion. Proper organization helps the reader navigate through the content easily.

A good report maintains objectivity. It should be free from personal opinions and biases, presenting information based on facts and evidence.

#### 6. Briefly describe four situations in which a formal letter can be written.

A formal letter is used for job applications. Candidates write to potential employers, presenting their qualifications and requesting employment opportunities.

Formal letters are written for official requests. These include letters requesting permission, information, or assistance from authorities, businesses, or institutions.

Complaint letters are another common use of formal letters. Customers or employees may write to express dissatisfaction with a product, service, or workplace issue.

Formal letters are used for invitations in official settings. Organizations send formal invitations for meetings, conferences, or official events.

7. Briefly explain four basic communication skills.

Listening is a fundamental communication skill. Effective communication requires paying full attention to the speaker and understanding their message before responding.

Speaking is another key skill. A good communicator must express their thoughts clearly, using appropriate tone and language for the audience.

Reading helps in understanding written communication. Whether it is emails, reports, or books, strong reading skills improve comprehension and information processing.

Writing is essential for professional and academic communication. Clear and grammatically correct writing ensures that messages are understood without confusion.

8. Outline four uses of the indefinite article "a".

The article "a" is used before singular, countable nouns when referring to something for the first time, such as "a book" or "a car".

It is used before professions, for example, "He is a doctor" or "She is a teacher".

The indefinite article "a" is used before singular nouns starting with consonant sounds, such as "a university" (because "university" starts with a "yoo" sound).

It is used to express a certain quantity or measure, as in "a dozen eggs" or "a mile away".

9. Identify four important things which a student teacher has to consider during the preparation of tests and examinations.

The difficulty level of the test should be appropriate. It should match the students' level of understanding and learning objectives.

Clarity of instructions is essential. Questions should be clearly worded to avoid confusion and misinterpretation.

The test should cover relevant topics. The content should reflect what has been taught in class and assess students' understanding effectively.

A variety of question types should be included. Using multiple-choice, essay, and short-answer questions helps in testing different skills and knowledge areas.

10. Briefly describe four strategies which can be used when reading a text for comprehension.

Previewing the text before reading helps in understanding its structure and main ideas. Looking at headings, subheadings, and key terms provides an overview of the content.

Skimming is useful for quickly identifying important points. It involves reading the main ideas without focusing on every word.

Taking notes while reading helps in retaining information. Writing down key points and summarizing paragraphs aids in better understanding.

Summarizing after reading ensures comprehension. Restating the main points in one's own words reinforces learning and memory.

#### 11. Analyse six types of essays.

Narrative essays tell a story based on personal experiences or fictional events, focusing on characters, setting, and a plot.

Descriptive essays provide detailed descriptions of a person, place, or event using sensory details to create a vivid picture for the reader.

Expository essays explain or inform about a particular topic using facts, statistics, and examples without including personal opinions.

Persuasive essays aim to convince the reader to accept a particular viewpoint, using logical arguments and supporting evidence.

Analytical essays examine and interpret a subject, breaking it down into components and evaluating their relationships.

Compare and contrast essays discuss similarities and differences between two subjects, helping readers understand their distinctions.

#### 12. Examine six factors that can cause barriers to effective reading.

Poor concentration reduces reading efficiency. Distractions and lack of focus make it difficult to understand the text.

Limited vocabulary makes comprehension difficult. Readers may struggle with unfamiliar words, leading to misunderstandings.

Lack of background knowledge affects understanding. If a reader is unfamiliar with the topic, they may find it difficult to grasp key concepts.

Physical discomfort, such as poor lighting or an uncomfortable seating position, can make reading difficult and tiring.

Disorganized text structure confuses readers. Poorly structured texts with unclear headings and long paragraphs hinder comprehension.

Personal biases affect interpretation. If a reader has strong opinions on a topic, they may misinterpret information based on preconceived notions.

13. Explain clearly six strategies to be followed during making an oral presentation.

Proper preparation is essential for an effective oral presentation. This includes researching the topic thoroughly, organizing main points logically, and practicing the speech multiple times. Preparation ensures confidence and fluency, reducing anxiety and improving delivery.

Knowing the audience is another key strategy. Understanding the audience's background, knowledge level, and interests helps in adjusting the tone, language, and content to engage them effectively. A presentation tailored to the audience is more impactful and relevant.

Using visual aids enhances comprehension. Slides, charts, graphs, and videos help illustrate key points and make the presentation more engaging. However, they should not be overused or contain too much information, as they may distract the audience.

Maintaining eye contact builds connection with the audience. It conveys confidence and sincerity, making the speaker appear more credible and engaging. Avoiding eye contact may make the speaker seem unprepared or untrustworthy.

Managing time effectively is crucial. A presentation should be structured in a way that covers all main points within the allotted time. Speaking too fast may lead to missing key details, while speaking too slowly may bore the audience.

Handling questions professionally strengthens credibility. A speaker should be ready to answer questions confidently, admitting when they don't know something instead of giving incorrect information. Encouraging audience participation makes the presentation interactive and engaging.

14. With examples, explain six punctuation marks that are used in writing a text.

A period (.) is used to mark the end of a sentence. For example, "She went to the market." It signifies a full stop and separates statements in a text.

A comma (,) is used to separate elements within a sentence. For example, "I bought apples, bananas, and oranges." It helps in making long sentences clearer and more readable.

A question mark (?) is used at the end of an interrogative sentence. For example, "Where are you going?" It indicates that a question is being asked.

An exclamation mark (!) expresses strong emotions such as surprise, excitement, or urgency. For example, "Wow! That was amazing!" It emphasizes feelings and reactions in writing.

A colon (:) is used to introduce lists, explanations, or examples. For example, "He brought the following items: a pen, a book, and a ruler." It helps in clarifying information.

A semicolon (;) connects two independent clauses that are closely related but could stand as separate sentences. For example, "She loves reading; her favorite book is 'Pride and Prejudice'." It provides a smoother connection between ideas than a period.

15. Imagine you have been shortlisted for a job interview to be conducted two weeks to come. Predict six categories of questions which will be asked during the interview.

Personal background questions are common in interviews. Employers may ask, "Tell us about yourself" or "What are your strengths and weaknesses?" to understand the candidate's personality and skills.

Job-related questions assess the candidate's knowledge and experience. Examples include, "What experience do you have in this field?" or "How would you handle a difficult task at work?" These questions test the applicant's suitability for the role.

Behavioral questions evaluate how a candidate reacts in certain situations. They include, "Describe a time when you had to work under pressure" or "Tell us about a challenge you faced and how you resolved it." These questions assess problem-solving and adaptability skills.

Company-specific questions test how much the candidate knows about the organization. Employers may ask, "What do you know about our company?" or "Why do you want to work here?" This shows the candidate's level of research and interest.

Future career goals questions help employers understand the candidate's ambitions. Examples include, "Where do you see yourself in five years?" or "How does this job align with your long-term goals?" These questions assess motivation and commitment.

Salary and benefits questions may also be included. Employers might ask, "What are your salary expectations?" or "Are you open to relocation?" These questions help in negotiations and understanding the candidate's flexibility.

16. Explain five listening techniques that can be used by a student teacher when listening to a lecture. Active listening is crucial for understanding the lecture. A student teacher should focus on the speaker's words, avoiding distractions such as using a phone or talking to others. This ensures maximum comprehension.

Taking notes while listening helps in retaining key information. Writing down main points, important facts, and examples allows the student to review the lecture later and reinforce understanding.

Asking questions for clarification ensures a deeper grasp of the subject. If something is unclear, a student should politely ask the lecturer to explain further. This prevents confusion and improves engagement.

Summarizing information mentally after each section of the lecture helps in reinforcing key points. A student can briefly restate what was discussed to ensure they have understood the main concepts.

Maintaining eye contact and showing interest encourages better communication. A student who nods in agreement or responds to the lecturer's expressions actively participates in the learning process and gains more from the lecture.