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: 2019**

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. Write down one use for each of the following punctuation marks:
(a) Exclamation mark
(b) Quotation mark
(c) Comma
(d) Semi-colon

An exclamation mark is used to indicate strong emotions such as surprise, excitement, or anger. For example, "Wow! That was an amazing performance."

A quotation mark is used to enclose direct speech or a quotation from another source. For example, She said, "I will be there by noon."

A comma is used to separate elements in a list, clarify meaning, or introduce a pause in a sentence. For example, "I bought apples, oranges, bananas, and grapes."

A semi-colon is used to connect two closely related independent clauses without using a conjunction. For example, "She loves reading; her favorite books are mystery novels."

2. Write down four points on the importance of skimming a text.

Skimming helps in quickly identifying the main ideas of a text without reading every word, which saves time and allows for efficient information gathering.

It aids in determining the relevance of a text before reading it in detail, helping students or researchers decide if they need to read further.

It enhances reading speed, making it easier to go through large volumes of material in a short time while still grasping the essential points.

It improves comprehension by providing an overview of the content, making it easier to understand details when reading in-depth later.

3. Briefly explain four objectives of report writing.

One objective of report writing is to present factual information in an organized and structured manner, ensuring that readers can understand the topic clearly.

Reports are used to analyze a situation, problem, or findings in order to make informed decisions based on the data presented.

They serve as a record of activities, events, or research findings, making it possible to refer back to them for future reference and accountability.

Reports help in making recommendations based on the findings, providing solutions to problems or suggesting further action.

4. Give four differences between business and friendly letters.

A business letter follows a formal structure, including the sender's and recipient's addresses, date, salutation, body, closing, and signature, while a friendly letter is more informal and may not require a strict format.

Business letters use a professional tone and formal language, while friendly letters use conversational language with a personal touch.

A business letter is usually written for official purposes such as job applications, inquiries, or complaints, whereas a friendly letter is used for personal communication between friends or family members.

Business letters require a polite and professional closing, such as "Yours sincerely" or "Best regards," while friendly letters may end casually with phrases like "Take care" or "See you soon."

5. List down four reference materials a student should review before examination.

Textbooks are essential reference materials as they contain detailed information, explanations, and examples that cover the syllabus content.

Class notes help students revise specific points covered by the teacher, making it easier to recall key concepts and ideas.

Past examination papers provide a clear understanding of the exam format, question types, and commonly tested topics, helping students prepare effectively.

Dictionaries and encyclopedias assist in clarifying definitions, technical terms, and complex concepts, ensuring better comprehension of the subject matter.

6. Briefly explain four causes of communication barriers.

Language differences can create communication barriers when individuals do not share a common language or have different levels of proficiency in a language.

Cultural differences can lead to misunderstandings as gestures, expressions, and communication styles vary across cultures, affecting message interpretation.

Noise and distractions in the environment can interfere with the transmission of messages, making it difficult for the sender and receiver to understand each other.
Psychological barriers such as stress, anxiety, or emotional state can impact a person's ability to communicate effectively, leading to misinterpretation of messages.

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7. Outline four advantages of extensive reading.

Extensive reading improves vocabulary as readers encounter new words and phrases in different contexts, enhancing language skills.

It enhances comprehension and critical thinking by exposing readers to various ideas, perspectives, and writing styles, allowing them to analyze information effectively.

Reading extensively develops a habit of reading for pleasure, increasing general knowledge and awareness about different subjects.

It helps improve writing skills by exposing readers to well-structured sentences, proper grammar, and different styles of expression, which can be applied in their own writing.

8. Mention four forms of oral presentations which are normally used in the classroom situation.

Lectures involve a speaker presenting information on a topic while students listen and take notes.

Group discussions allow students to engage in conversations, share ideas, and learn from each other's perspectives.

Debates involve structured arguments on opposing views where participants defend their positions using evidence and reasoning.

Storytelling is a method where information is conveyed through narration, making it engaging and easier to remember.
9. With examples, write down the following types of questions:
(a) Open-ended questions.
(b) Closed-ended questions.

An open-ended question requires a detailed response rather than a simple yes or no answer. For example, "What are your thoughts on climate change?"

A closed-ended question requires a specific answer, usually a yes or no or a short response. For example, "Did you complete your homework?"

10. State four uses of the definite article 'the'. Give one example from each use.

The definite article 'the' is used before a specific noun that is already known to the speaker and listener. For example, "I saw the dog in the yard."

It is used before unique objects or places, such as "the sun," "the moon," or "the Eiffel Tower." For example, "The sun rises in the east."

It is used before superlative adjectives to indicate the highest degree of a quality. For example, "She is the best player in the team."

It is used before ordinal numbers to indicate position in a sequence. For example, "He won the first

11. Analyse six guidelines to be used in writing minutes of the meeting.

Minutes should be written in a clear and concise manner to ensure that all important details of the meeting are recorded without unnecessary information. This helps in easy reference and quick understanding of what was discussed.
The minutes should include essential details such as the date, time, and location of the meeting, as well as the names of the attendees. These details provide a proper record and context for future reference.

Decisions made during the meeting should be accurately documented, including the agreements, resolutions, and action points assigned to specific individuals. This ensures accountability and follow-up on tasks.

The discussion points should be recorded in chronological order, following the sequence in which they were discussed. This helps in maintaining clarity and avoiding confusion when reviewing the minutes.

The tone and language used in writing minutes should be formal and objective. Personal opinions and unnecessary commentary should be avoided to maintain professionalism and neutrality.

After writing the minutes, they should be reviewed and approved by the chairperson or meeting leader before being distributed to attendees. This ensures accuracy and confirms that all critical points have been properly documented.

12. In six points, explain the process of communication focusing on effective communication.

Communication begins with the sender, who has an idea or message to convey. The sender must encode the message in a clear and understandable way, ensuring that the intended meaning is properly formulated.

The message is transmitted through a chosen communication channel, which can be verbal (spoken or written) or non-verbal (body language, gestures, or symbols). Choosing an appropriate channel is important for clarity and effectiveness.

The receiver plays a crucial role in decoding the message by interpreting the information received. Effective communication requires the receiver to understand the message as intended by the sender.

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Feedback from the receiver is essential in determining whether the message was understood correctly. This can be in the form of verbal responses, body language, or written replies, allowing the sender to confirm comprehension.

Barriers to communication, such as noise, distractions, or language differences, should be minimized to ensure that the message is accurately conveyed and received. Effective communication requires an environment that supports clear understanding.

Active listening and mutual engagement enhance effective communication. Both the sender and receiver should focus on the interaction, ask clarifying questions if necessary, and respond appropriately to ensure the message is properly exchanged.

13. Effective oral presentation involves two categories of activities; activities before and during the presentation. Explain six activities an oral presenter is obliged to perform before the presentation.

Proper research and preparation are essential before the presentation. The presenter must gather relevant information, understand the topic in detail, and organize the content in a logical sequence.

Creating an outline or script helps in structuring the presentation. The presenter should identify key points, supporting evidence, and examples to ensure a smooth flow of ideas during the speech.

Practicing the presentation is necessary to build confidence and fluency. Rehearsing in front of a mirror, recording oneself, or presenting to a small audience helps in refining speech delivery and improving clarity.

Preparing visual aids such as slides, charts, or handouts can enhance understanding and engagement. The presenter should ensure that these materials are clear, relevant, and support the main points of the presentation.

Understanding the audience is crucial for effective communication. The presenter should analyze the audience's interests, knowledge level, and expectations to tailor the speech accordingly.

Arranging logistics and technical requirements, such as checking the microphone, projector, and seating arrangement, ensures that everything is in place for a smooth presentation without disruptions.

14. An intensive reading is done in order to serve particular purposes. Justify the truth of this statement, giving six points.

Intensive reading is essential for academic studies as it involves a deep analysis of texts, allowing learners to understand complex concepts, theories, and arguments in detail.

It helps in improving comprehension skills by requiring readers to focus on every word, sentence structure, and meaning, which enhances their ability to grasp and interpret information accurately.

This type of reading is necessary for critical thinking and evaluation, as it enables readers to analyze different viewpoints, identify biases, and draw well-informed conclusions.

Intensive reading is useful in language learning because it helps learners understand grammar, sentence construction, and vocabulary in context, improving their overall proficiency.

It is essential for research and professional work where accuracy and detail are important. Lawyers, scientists, and journalists, for example, must engage in intensive reading to ensure precision in their fields.

This reading technique is also important for exam preparation, as students need to thoroughly study materials, memorize key points, and understand detailed explanations to perform well in tests.

15. With examples, explain six uses of a dictionary.

A dictionary helps in understanding word meanings by providing clear definitions. For example, if a student does not know the meaning of the word "meticulous," they can look it up and find that it means "showing great attention to detail."

It assists in pronunciation by providing phonetic symbols and sometimes audio guides. For instance, a learner can check how to correctly pronounce the word "epitome" and avoid mispronouncing it as "ep-it-ohm" instead of "ih-pit-uh-mee."

Dictionaries are useful for learning correct spelling. If someone is unsure whether to write "accommodate" or "accomodate," they can check the dictionary for the correct spelling.

They provide information on word usage and grammar rules. For example, a dictionary might indicate whether a word is a noun, verb, or adjective and show how to use it in a sentence.

A dictionary includes synonyms and antonyms, which help in expanding vocabulary and improving writing. For instance, if a writer wants a synonym for "happy," they can find alternatives like "joyful," "cheerful," or "elated."

It gives etymological information about the origin and history of words. For example, a dictionary might show that the word "television" comes from the Greek word "tele" meaning "far" and the Latin word "visio" meaning "sight."

16. In six points, describe the importance of note making to a learner.

Note making helps in summarizing key points from lectures, textbooks, or discussions, making it easier for learners to review and recall important information.

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It improves concentration and active listening, as students must focus on the material being presented in order to extract relevant details and write them down.

Notes serve as personalized study materials that students can refer to during revision, helping them reinforce their understanding of topics without having to reread entire textbooks.

Making notes aids in better organization of information, allowing students to structure their thoughts and ideas clearly, which enhances learning efficiency.

It promotes critical thinking and comprehension since learners must analyze and filter information before writing, ensuring that they grasp the main concepts.

Notes help in effective time management, as they provide a concise reference for quick revision instead of going through lengthy materials during exam preparation.