

**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: 2020**

**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 explain five things to consider before making an oral presentation.

Understanding the audience is crucial before delivering an oral presentation. Knowing the audience's background, interests, and level of knowledge about the topic helps in tailoring the presentation to meet their expectations and needs. This ensures effective communication and engagement.

The structure of the presentation is another key factor. A well-organized presentation with a clear introduction, body, and conclusion helps in maintaining the audience's attention. The introduction should capture interest, the body should present key points logically, and the conclusion should summarize the main ideas.

The use of visual aids should also be considered. Visual aids such as slides, charts, and videos enhance understanding and make the presentation more engaging. However, they should be used appropriately to support rather than distract from the main message.

Practicing the presentation is essential. Rehearsing multiple times helps in improving confidence, fluency, and timing. It also allows the presenter to identify and correct any mistakes before the actual presentation. Practicing in front of a mirror or with a small audience can be beneficial.

Managing nervousness is another important consideration. It is normal to feel nervous before a presentation, but controlling anxiety through deep breathing, positive thinking, and preparation helps in delivering the speech effectively. Maintaining eye contact, using gestures, and speaking at a moderate pace can also help in building confidence.

## 2. Identify five skills that can be used when taking notes.

Active listening is a fundamental skill for effective note-taking. This involves focusing on key ideas, filtering out unnecessary details, and understanding the speaker's main points instead of just writing everything down. Good listeners can capture important information efficiently.

Summarization is another important skill. Instead of transcribing entire sentences, summarizing key concepts in a few words or phrases makes notes concise and easy to review later. Using keywords and main ideas ensures that notes are meaningful and organized.

Using abbreviations and symbols can improve speed and efficiency. Shortening words, using arrows, asterisks, and shorthand symbols helps in capturing more information in less time. For example, writing "w/" instead of "with" saves time and makes note-taking faster.

Organization skills are essential when taking notes. Structuring notes using headings, bullet points, numbering, or outlines makes it easier to find information later. Well-organized notes enhance comprehension and retention of the material.

Reviewing and revising notes is also a crucial skill. Going through notes after a lecture or meeting helps in clarifying unclear points, filling in gaps, and reinforcing understanding. Rewriting or summarizing notes after taking them improves retention and prepares the information for future use.

### 3. Write down five qualities of a good report.

Clarity is one of the most important qualities of a good report. The language should be simple and straightforward to ensure that the message is easily understood by the reader. Avoiding jargon and complex sentences enhances readability.

Accuracy is another key quality. A good report should contain correct and well-researched information. Data, facts, and figures should be reliable and supported by credible sources to maintain trust and credibility.

A well-structured format makes a report effective. It should have a clear introduction, body, and conclusion. The use of headings, subheadings, bullet points, and numbering improves readability and helps the reader navigate through the content easily.

Objectivity is also crucial in a good report. Reports should present information based on facts and evidence rather than personal opinions or biases. Neutral and professional language should be used to maintain credibility.

Conciseness ensures that the report is to the point without unnecessary details. Avoiding repetition and irrelevant information helps in maintaining the reader's interest and making the report more effective.

### 4. By using five points, differentiate between intensive and extensive reading.

Intensive reading involves a deep analysis of a text, focusing on understanding every detail, such as vocabulary, grammar, and sentence structure. It is commonly used for academic purposes, where students analyze passages carefully for deeper comprehension. On the other hand, extensive reading is done for general understanding and pleasure, where readers focus on getting the main idea rather than every single word.

In intensive reading, readers often take notes, highlight important points, and analyze specific phrases or sentences to gain a detailed understanding of the text. In contrast, extensive reading does not require note-taking or deep analysis, as the goal is to read fluently and enjoy the material.

Intensive reading usually involves shorter texts such as articles, research papers, or study materials where comprehension is key. However, extensive reading involves longer texts such as novels, newspapers, and magazines, where the aim is to get a broad understanding of the topic.

Intensive reading requires a slower reading pace since the reader carefully examines each word and sentence for meaning. Extensive reading, on the other hand, is done at a faster pace, as the reader is focused on the general meaning rather than details.

Finally, intensive reading is mainly used for studying, learning new vocabulary, and understanding complex concepts. Extensive reading is more useful for developing general reading skills, improving language fluency, and enjoying literature.

5. Briefly describe five ways of overcoming communication breakdown during teaching and learning process.

One way to overcome communication breakdown is by ensuring clarity in speech and writing. Teachers should use simple language, speak at an appropriate pace, and articulate words clearly to ensure that students understand the lesson.

Encouraging active participation is another effective method. Allowing students to ask questions, share their thoughts, and engage in discussions helps in clarifying any misunderstandings and improving the learning process.

Using visual aids such as charts, diagrams, and videos can help make lessons more understandable. Visual representation of information supports verbal explanations and reinforces key concepts.

Providing feedback and clarification is also important. Teachers should regularly check for understanding by asking students questions and addressing any confusion immediately. This ensures that students remain engaged and grasp the concepts being taught.

Adapting teaching methods to suit different learning styles is another solution. Some students learn better through listening, while others prefer visual or hands-on learning. Using a combination of teaching methods helps accommodate all students and improves communication in the classroom.

6. Give the meaning of the following concepts:

(a) Synonyms - Synonyms are words that have similar meanings but are different in spelling and pronunciation. For example, "happy" and "joyful" are synonyms because they both express the same idea of happiness.

(b) Antonyms - Antonyms are words that have opposite meanings. For example, "hot" and "cold" are antonyms because they represent opposite temperatures.

(c) Prefixes - Prefixes are letters or groups of letters added to the beginning of a word to change its meaning. For example, in the word "unhappy," the prefix "un-" changes the meaning of "happy" to its opposite.

(d) Suffixes - Suffixes are letters or groups of letters added to the end of a word to modify its meaning or form a new word. For example, in the word "happiness," the suffix "-ness" changes the adjective "happy" into a noun.

7. (a) What is a catalogue card?

A catalogue card is a small card used in libraries to provide information about a book, including its title, author, subject, and location within the library. It serves as an index to help users find books quickly.

(b) Identify three ways in which catalogue cards are listed in the library.

Catalogue cards are listed in three main ways:

Title catalog - Books are arranged alphabetically based on their titles. This helps readers find books when they know the title but not the author or subject.

Author catalog - Books are listed alphabetically by the author's last name. This is useful for readers searching for books written by a specific author.

Subject catalog - Books are categorized based on their subject matter. This method is useful for researchers looking for books on a particular topic.

8. Briefly explain five types of essays.

Narrative essays tell a story based on personal experiences or fictional events. They have a clear beginning, middle, and end, often with a moral or lesson.

Descriptive essays focus on describing a person, place, object, or event in great detail. The goal is to create a vivid picture in the reader's mind using sensory details.

Expository essays provide factual information, explanations, or instructions. They are written in a clear and straightforward manner, often using examples, comparisons, or step-by-step analysis.

Persuasive essays aim to convince the reader to accept a particular point of view or take a specific action. They use logical arguments, evidence, and emotional appeal to persuade the audience.

Analytical essays analyze a topic, text, or idea in depth. They break down information into different components, evaluate them, and provide critical insights based on evidence.

9. What is the usefulness of writing memos in an organization? Briefly explain by giving five points.

Memos help in effective communication within an organization by providing clear and concise information to employees or departments. They ensure that messages are delivered quickly and accurately.

They serve as official records of important decisions, instructions, or policy changes. Memos can be referred to in the future for clarification and documentation purposes.

Memos improve workplace efficiency by streamlining internal communication. Instead of verbal communication, which may be forgotten or misinterpreted, written memos provide a reliable way to pass information.

They promote consistency by ensuring that all employees receive the same message, reducing misunderstandings and confusion about company policies or procedures.

Memos can also be used to motivate and encourage employees by sharing success stories, upcoming projects, or organizational goals, fostering a sense of teamwork and commitment.

10. Write down five purposes for reading any text material.

Reading helps in acquiring knowledge and information. It allows individuals to learn new concepts, facts, and ideas from various sources such as books, newspapers, and research papers.

It improves comprehension and critical thinking skills. By analyzing texts, readers develop their ability to understand and interpret complex information.

Reading enhances vocabulary and language skills. Exposure to different words, phrases, and sentence structures improves communication skills and writing abilities.

It provides entertainment and relaxation. Many people read novels, short stories, or magazines for enjoyment and stress relief.

Reading helps in professional and academic development. It enables individuals to stay updated with industry trends, research findings, and academic advancements, making them more knowledgeable and competitive.

11. Explain six forms of non-verbal communication that can be used during the communication process. Facial expressions convey emotions and attitudes without words. A smile indicates happiness or agreement, while a frown may show disapproval or confusion. People often interpret facial expressions instinctively.

Gestures involve movements of the hands, arms, or head to communicate messages. Common gestures include nodding to show agreement, waving to greet someone, or pointing to indicate direction.

Body posture reflects confidence, attentiveness, or discomfort. A straight posture with an open stance shows engagement, while slouching may indicate boredom or lack of interest.

Eye contact plays a crucial role in communication. Maintaining eye contact shows attentiveness and sincerity, while avoiding eye contact may suggest dishonesty, nervousness, or disinterest.

Tone of voice conveys emotions beyond words. A firm tone can indicate authority, while a soft tone may express calmness or politeness. Variations in pitch and volume influence how a message is received.

Proxemics refers to the use of personal space in communication. Standing too close may be seen as intrusive, while maintaining a reasonable distance respects personal boundaries. Cultural differences influence the perception of space.

12. Explain six strategies to be observed when reading a text for effective comprehension.

Previewing the text before reading helps in understanding the structure and main idea. Checking the title, headings, subheadings, and introduction provides an overview of the content.

Skimming involves quickly going through the text to identify key points. This technique is useful for grasping the general idea before reading in detail.

Scanning is used to locate specific information within a text. It is useful when searching for particular facts, dates, or keywords without reading the entire passage.

Taking notes while reading enhances comprehension and retention. Summarizing key points, writing down unfamiliar words, and highlighting important sections aid in understanding.

Asking questions while reading improves engagement with the text. Readers should reflect on what they have read by questioning the author's arguments, evidence, and conclusions.

Summarizing the main ideas after reading helps in reinforcing understanding. Writing a brief summary in one's own words ensures that the key points are remembered.

13. Analyse five skills to be used in order to deliver a speech effectively.

Confidence is essential in speech delivery. A speaker who appears confident gains the audience's trust and keeps them engaged. Confidence can be developed through practice and preparation.

Clarity in speech ensures that the message is easily understood. Pronouncing words correctly, speaking at a moderate pace, and avoiding mumbling contribute to clear communication.

Effective use of gestures and body language enhances speech delivery. Hand movements, facial expressions, and posture help in reinforcing the spoken message and making it more engaging.

Audience engagement is important for an effective speech. Maintaining eye contact, asking questions, and responding to audience reactions create a connection between the speaker and listeners.

Good time management prevents speeches from being too long or rushed. Organizing points logically and keeping within the allocated time ensures that the message is delivered effectively.

14. By using six points, show how modern means of communication are important in our society.

Modern communication enhances global connectivity. People can interact instantly with others worldwide through emails, social media, and messaging apps, breaking geographical barriers.

It facilitates quick access to information. The internet provides a vast amount of knowledge on any topic, allowing people to learn, research, and stay updated with current events.

Businesses benefit from modern communication tools. Companies use emails, video conferencing, and digital marketing to reach clients, conduct meetings, and promote their products efficiently.

Education has improved due to digital communication. Online classes, e-learning platforms, and virtual libraries enable students to access knowledge from anywhere, making learning more flexible.

Healthcare services have become more efficient with modern communication. Telemedicine allows doctors to consult with patients remotely, providing medical advice and prescriptions without requiring physical visits.

Social interaction has been enhanced through social media platforms. People can maintain relationships, share experiences, and participate in discussions regardless of physical distance.

15. Examine six techniques to apply when extracting information from a written text.

Identifying key ideas is crucial when extracting information. Readers should focus on the main points and supporting details rather than reading every word.

Using highlighting and underlining helps in marking important sections. This technique makes it easier to review and recall significant information.

Paraphrasing ensures a better understanding of the text. Rewriting information in one's own words helps in grasping concepts without memorizing word-for-word.

Summarizing condenses lengthy information into brief points. A well-written summary captures the essence of the text while omitting unnecessary details.

Analyzing the structure of the text aids in extracting relevant information. Recognizing headings, subheadings, and paragraph organization helps in locating key points quickly.

Comparing different sources improves information extraction. Cross-checking facts from multiple references enhances accuracy and credibility in research.

16. Explain six important components to consider when writing a formal letter.

The sender's address and date should be placed at the top of the letter. This ensures the recipient knows who sent the letter and when it was written.



The recipient's address follows the sender's details. It includes the name, title, company, or organization, and location of the receiver.

The salutation is an essential component. A formal greeting such as "Dear Sir/Madam" or "To Whom It May Concern" should be used when the recipient's name is unknown.

The body of the letter should be well-structured. It should begin with an introduction, followed by the main content, and conclude with a summary or call to action.

The closing should be polite and professional. Phrases such as "Yours sincerely" or "Yours faithfully" are commonly used, followed by the sender's name and signature.

The language and tone should be formal. Proper grammar, clear language, and respectful wording ensure professionalism and effectiveness in communication.