

**THE UNITED REPUBLIC OF TANZANIA
NATIONAL EXAMINATIONS COUNCIL OF TANZANIA
DIPLOMA IN SECONDARY EDUCATION EXAMINATION**

724

COMMUNICATION SKILLS

Time: 3 Hours

ANSWERS

Year: 2021

Instructions.

1. This paper consists of sections A and B with a total of **Fourteen (14)** questions.
2. Answer **all** questions from section A and **four (4)** questions from section B.
3. Section A carries **forty (40)** marks and section B Carries **sixty (60)** marks.
4. Cellular phones are **not** allowed in the examination room.
5. Write your **examination Number** on every page of your answer booklet(s).

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SECTION A (40 Marks)

Answer all questions from this section. Each question carries 4 marks.

1. Mention four categories of media channels of communication.

Print media involves the use of printed materials like newspapers, magazines, books, and brochures to transmit information to the public.

Electronic media uses broadcasting technologies such as radio, television, and cinema to communicate messages to a wide audience.

Digital media involves the use of internet-based platforms like social media, websites, and email to deliver information quickly and interactively.

Outdoor media uses physical display materials such as posters, billboards, banners, and public notice boards placed in open public spaces to pass messages.

2. Briefly explain the concepts of derivation and conversion by providing one example for each.

Derivation is the process of creating a new word by adding a prefix or suffix to an existing word, often changing its word class. For example, adding the suffix "-ness" to the adjective "happy" forms the noun "happiness."

Conversion is the process of changing a word from one grammatical category to another without adding any prefix or suffix. For instance, the noun "cook" can also be used as a verb in the sentence "They cook every evening."

3. List four components of the Curriculum Vitae (CV).

Personal details include the candidate's full name, residential address, contact information, and other identification particulars.

Educational background shows the schools, colleges, or universities attended and the qualifications obtained in chronological order.

Work experience presents a record of previous employment, positions held, duties performed, and the duration of service in each job.

Referees are individuals listed at the end of the CV, along with their contact details, who can verify the applicant's character and qualifications.

4. Differentiate written communication from spoken communication by giving four points.

Written communication uses written symbols such as letters, words, and sentences to pass information, making it permanent and available for future reference.

Spoken communication uses spoken words, sounds, and vocal expression to transmit messages, and it is temporary since it disappears once spoken unless recorded.

Written communication generally lacks immediate feedback because the sender and receiver are not always present at the same time during the communication.

Spoken communication allows for immediate feedback, with the receiver able to respond, seek clarification, or comment instantly after receiving the message.

5. Write four uses of the simple present tense by giving one example for each use.

The simple present tense is used to express general truths or facts that do not change. For example, "The sun rises in the east."

It is used to describe habitual actions or routines. For instance, "She walks to school every day." The tense also gives instructions or directions. An example is "You open the file, then click save."

It is used to express scheduled future events. For example, "The bus leaves at 7 a.m. tomorrow."

6. Briefly explain four purposes for essay writing.

Essay writing serves the purpose of informing the reader by providing factual details and explanations about a particular subject matter.

It persuades the reader by presenting arguments intended to convince them to accept a specific viewpoint or position.

Essay writing aims to explain ideas, processes, or concepts in detail, offering clear and structured clarification of a subject.

It entertains the reader by using storytelling techniques, humor, or creative writing to engage and amuse while delivering a meaningful message.

7. Show the importance of an introduction in oral presentation by giving four points.

An introduction captures the audience's attention, making them interested in the topic and eager to listen to the rest of the presentation.

It introduces the topic and purpose of the presentation, giving the audience a clear understanding of what the talk is about.

An introduction establishes a relationship between the speaker and the audience, creating a friendly and engaging atmosphere.

It provides a brief outline of the main points to be covered, helping the audience follow the presentation's structure easily.

8. Identify four advantages of writing minutes of a meeting.

Minutes serve as an official and reliable record of what was discussed, agreed upon, and decided during a meeting.

They help participants recall the key decisions made and the responsibilities assigned to different individuals.

Minutes provide evidence for future reference, which can be used in case of disputes, clarifications, or audits.

They inform absent members about what was discussed and decided, keeping them updated on issues that concern them.

9. Give four situations in which intensive reading can be applied.

Intensive reading is applied when studying for examinations, where learners need to carefully analyze texts and memorize important facts.

It is useful when reading legal contracts or official documents, where understanding every word and implication is crucial.

Intensive reading is applied in analyzing literature like poems or novels, where readers examine language use, themes, and deeper meanings.

It is also used when following technical instructions in manuals, where one must understand procedures step by step to perform tasks correctly.

10. Rewrite a bibliography and indicate the missing four punctuation marks: Whmeir, et al. (2005). Oxford Advance learners Dictionary: (7th Edition) Oxford. Oxford University Press.

Corrected bibliography:

Whmeir, et al. (2005). *Oxford Advanced Learner's Dictionary*. (7th ed.). Oxford: Oxford University Press.

The missing punctuation marks were the comma after "Whmeir," the apostrophe in "Learner's," the full stop after "Dictionary," and the colon after "Oxford."

SECTION B (60 Marks)

Answer all questions from this section. Each question carries 15 marks.

11. Elaborate six factors that promote effective communication.

First, **clarity of the message** is important. The message must be simple, well-organized, and free from ambiguity so that the receiver easily understands the intended meaning.

Second, **the use of appropriate language** promotes effective communication. The sender should use words and expressions that suit the audience's level of understanding, age, and culture.

Third, **active listening** plays a key role. The receiver should pay attention, ask for clarification when necessary, and avoid interrupting, which helps maintain the flow and accuracy of communication.

Fourth, **feedback is essential**. It allows the sender to confirm whether the message was received and understood as intended, and it provides an opportunity to correct misunderstandings.

Fifth, **a good communication environment** contributes to effectiveness. A quiet, comfortable, and distraction-free setting ensures the message is received clearly without interference.

Sixth, **the use of suitable communication channels** ensures the message reaches the intended audience effectively. Choosing the right medium like face-to-face, telephone, letter, or email depends on the nature and urgency of the message.

12. Describe the usefulness of the internet in the teaching career.

The internet is useful for **accessing educational resources**. Teachers can download lesson notes, videos, textbooks, and research materials to improve lesson delivery.

It supports **communication and collaboration**. Teachers can interact with fellow educators, students, and parents through emails, online forums, and virtual meetings, enhancing cooperation in education.

The internet provides **opportunities for professional development**. Teachers can enroll in online courses, attend webinars, and participate in virtual workshops to improve their skills and knowledge.

It enables **online teaching and learning**. Through platforms like Zoom, Google Classroom, and WhatsApp, teachers can conduct classes remotely, share assignments, and give feedback.

Teachers use the internet for **planning and preparing lessons** by researching new teaching methods, activities, and technology tools to make learning interactive and current.

It offers **educational updates and information**. Teachers stay informed about curriculum changes, government education policies, and global trends through educational websites and online publications.

13. Write an application letter for a teaching post.

Mianbeni street,

P.o.Box 1002,

MWANZA.

11th MAY 2021.

THE HEADMASTER,

Mwendokasi secondary school,

P.O.BOX 2054,

DODOMA.

Dear Sir,

Re: APPLICATION FOR TEACHING POST.

Refer to the heading above. I am Elisha Natambu aged 24 years old.

I am a Tanzanian I completed my studies at Mpwapwa Teachers College in May 2021 in ordinary diploma in secondary education undertaking Physics and Mathematics subjects. During my two(2) years Course offered at the college.

I am applying for the teaching post to your school so as I can develop my career as a teacher I have experience in teaching my subjects since I managed to work in various schools like Makutupora secondary school for two months and Mafinga secondary school for one month during my teaching experiential and learnt many things related to teaching professional so with that experience I am able to work under any condition and pressure thus to an experienced enough.

It will be a great honour to work with you to your school as I have attached my CV and hoping to hear from you. Yours faithfully Elisha Natambu

14. Explain the significance of using the library in teaching and learning in six points.

First, **the library provides access to a variety of learning resources** such as textbooks, reference books, journals, and newspapers that support classroom teaching.

Second, it encourages **independent study habits among students**. Learners use the library to research topics, complete assignments, and prepare for examinations on their own.

Third, libraries help **teachers in lesson preparation**. Educators can access teaching guides, subject-specific materials, and updated content to improve their lesson delivery.

Fourth, the library promotes **a reading culture and improves literacy**. Regular use of library books increases vocabulary, comprehension, and critical thinking skills.

Fifth, libraries offer **quiet and conducive study environments**. They provide a peaceful setting where students and teachers can focus on reading and research without distractions.

Sixth, libraries support **lifelong learning** by providing materials on different topics beyond the classroom syllabus, helping students and teachers to broaden their knowledge and personal interests.