

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

724

**COMMUNICATION SKILLS**

**Time: 3 Hours**

**ANSWERS**

**Year: 2023**

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**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 **note** 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. Briefly explain the meaning of the dictionary and encyclopedia as sources of knowledge in the teaching and learning process.

A dictionary is a reference book that provides the meanings, spellings, pronunciations, and grammatical details of words in a particular language. In the teaching and learning process, a dictionary helps students understand new vocabulary, improve spelling, and enhance language skills.

An encyclopedia is a comprehensive reference source that contains detailed information about various topics, including history, science, geography, and literature. In education, an encyclopedia is valuable for providing background knowledge, in-depth explanations, and quick facts for research and study purposes.

### 2. Give four functions of non-verbal communication. It tested their ability to identify different types of communication.

Non-verbal communication helps in expressing emotions and feelings that might be difficult to convey through words. Facial expressions, gestures, and posture can reveal happiness, anger, or sadness without speaking.

It complements verbal communication by reinforcing the spoken message. For example, nodding while saying "yes" strengthens the meaning of the statement.

Non-verbal cues regulate conversation flow. Gestures like raising a hand can signal a desire to speak, while eye contact and pauses guide turn-taking in discussions.

It can substitute verbal communication in situations where speaking is impossible or inappropriate. For instance, a wave can replace saying goodbye, and a smile can show appreciation.

### 3. Construct the contextual meanings of the underlined words in the following sentences:

(a) *John is the baby of the team.*

In this context, "baby" means the youngest or most inexperienced member of the group.

(b) *My kid is now in standard one.*

Here, "kid" means a child, specifically the speaker's son or daughter.

(c) *This shirt costs ten bucks.*

In this sentence, "bucks" means ten units of money, typically referring to ten shillings or ten dollars, depending on the currency in use.

(d) *Anna is driving a hammer.*

In this context, "hammer" likely refers to a large, powerful vehicle, possibly a Hummer, a brand of SUV, and not a tool.

**4. Differentiate descriptive essays from narrative essays by giving two points according to the subject matter and context.**

A descriptive essay focuses on vividly describing a person, place, event, or object using sensory details like sight, sound, and touch. Its subject matter revolves around creating a clear mental image of the described item.

On the other hand, a narrative essay tells a story about a series of events arranged in chronological order. Its subject matter includes characters, conflicts, and a plot with a beginning, middle, and end.

**5. Briefly explain the four types of noise that affect the teaching and learning.**

Physical noise includes external sounds such as construction noise, people talking, or vehicles passing outside the classroom, which distract learners and disrupt communication.

Psychological noise involves internal distractions like stress, anxiety, or personal concerns that prevent learners from concentrating on the lesson.

Physiological noise results from physical conditions affecting either the teacher or learners, such as fatigue, hunger, or illness, which interfere with active participation and understanding.

Semantic noise arises from language differences, unfamiliar terms, or ambiguous words that make it difficult for learners to interpret the message as intended.

**6. Write four skills needed to attempt examination questions.**

One important skill is understanding instructions. Students should carefully read and interpret what each question requires before attempting an answer.

Time management is essential, ensuring that students allocate appropriate time to each question and complete all parts of the paper within the allowed period.

Planning answers by outlining main points before writing ensures clarity, organization, and relevance to the question asked.

Proofreading answers helps identify and correct grammatical mistakes, unclear statements, or omitted points, improving the quality of responses.

**7. Prepare a brief day duty report using the subheadings given below as a teacher on duty at Sabasaba Secondary School.**

**(a) Security, meals, and cleanliness:**

The school environment remained secure throughout the day. All meals were prepared and served on time. Classrooms, latrines, and school surroundings were well cleaned, except for a minor litter issue near the assembly ground.

**(b) Resources and budget used in carrying the activities in (a):**

Cleaning tools, soap, and 5 liters of disinfectant were used. A total of TSh 50,000 was spent on soap and disinfectant, and meal ingredients were sourced from the school kitchen store.

**(c) Problems and challenges observed in (a):**

Some students reported dissatisfaction with the breakfast quantity. Additionally, one broom was broken, affecting cleaning efficiency in block B.

**(d) New task that needs to be taken care:**

Purchase two new brooms and arrange a brief meeting with kitchen staff to address meal portion concerns.

**8. Outline four note-taking skills required when listening to lectures, seminars, meetings, and conferences.**

Listening actively involves focusing entirely on the speaker and avoiding distractions to capture essential information.

Using abbreviations and symbols saves time and helps in recording information quickly without missing important details.

Organizing notes by headings and subheadings makes it easier to review and locate specific points later. Writing down key points instead of full sentences ensures efficiency and highlights the most critical information from the presentation.

**9. Identify four techniques for identifying central ideas in a textbook efficiently.**

Reading titles and subtitles provides clues about the main topics covered in a section and helps set expectations for the content.

Reading the introduction gives an overview of the content, outlining the scope and purpose of the chapter or section.

Reading the first paragraphs often introduces the main idea of the section, preparing the reader for supporting details that follow.

Reading the first sentences in each paragraph helps quickly identify the paragraph's focus, as most writers present the main idea early before elaborating.

**10. You are provided with two pairs of sentences focusing on the correct usage of articles. You are required to select the correct sentence and state the reasons for their correctness.**

(a) *The sun rises in the east and sets in the west.*

Correct. The article "the" is used before unique or specific objects known to everyone, such as "the sun."

(b) *The honest man returned Tsh.10,000,000/= to the owner.*

Correct. "The" is used before adjectives describing a known or specific person, and "honest" begins with a vowel sound, but "the" remains appropriate.

(c) *African emigrants cross the Mediterranean to Europe.*

Correct. "The" is used before names of seas, oceans, and rivers, making "the Mediterranean" proper usage.

(d) *The best student will be rewarded.*

Correct. "The" is used before superlative adjectives like "best" to indicate a specific individual out of a group.

## **SECTION B (60 Marks)**

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

### **11. Identify six weaknesses in the curriculum vitae of Joshua Moses who was applying for a vacancy advertised by Mwanza Teachers' College.**

The first weakness is the lack of a physical or postal address. While Joshua provides a telephone number, a full address is important for official records and correspondence, and its absence makes the CV incomplete.

The second weakness is the absence of an email address. In modern job applications, an email is an essential contact detail, providing an alternative means of communication and showing technological awareness.

A third weakness is the lack of a career objective or personal statement. Including a brief summary of career goals and intentions gives potential employers an idea of the applicant's ambitions and suitability for the role.

The fourth weakness is the incomplete educational background. Joshua lists the schools and years attended but fails to mention the qualifications obtained, such as certificate grades, diploma, or degree class, which are crucial for evaluation.

A fifth weakness is that the CV lacks working experience details. It neither lists any previous employment nor provides information about roles, responsibilities, or skills acquired in past positions relevant to the teaching profession.

Finally, the hobbies section is too limited and vague. Listing only "debate club organiser" does not showcase a well-rounded personality or other interests that might be valuable to the college environment.

### **12. Propose six good codes of conduct that should be observed when studying in the library.**

Students should maintain silence in the library to avoid disturbing others who are reading or studying. Conversations, phone calls, and noisy behavior should be strictly avoided.

Eating or drinking inside the library should be prohibited to maintain cleanliness and prevent damage to books and other materials.

Books and materials should be handled with care. Users should avoid marking, tearing, or folding library books to preserve them for future readers.

Students should observe proper time management by returning borrowed books on or before the due date, ensuring fair access for all users.

Personal belongings, especially bags, should be placed in designated areas to maintain order and avoid overcrowding study tables.

Lastly, students should use the library facilities strictly for academic purposes. Engaging in unrelated activities such as gaming, gossiping, or browsing social media is discouraged in a library setting.

### **13. Prepare lesson notes on the importance of making citations in essay writing using five points.**

Making citations gives credit to original authors whose ideas or information have been used in an essay. This acknowledges intellectual property rights and avoids plagiarism.

Citations strengthen the credibility of an essay. When facts and arguments are supported by reliable sources, the work becomes more convincing and authoritative to readers.

They help readers trace the sources of information. A well-cited essay allows readers to verify facts or explore the original material for deeper understanding and research.

Citing sources allows a writer to differentiate personal ideas from borrowed ones. This ensures clarity in identifying which parts of the essay reflect the writer's opinions and which rely on external sources.

Lastly, making citations promotes academic honesty. It demonstrates ethical writing practices, showing respect for other scholars' work and maintaining integrity in academic writing.

### **14. Analyse five skills in making new notes.**

Effective note-making requires active listening or reading. This means paying close attention to key ideas, main arguments, and supporting evidence while filtering out unnecessary details.

The skill of summarizing is crucial. Note-makers should condense large volumes of information into brief, clear points, capturing essential facts and ideas without copying large chunks of text.

Organizing notes logically is another important skill. Information should be grouped under clear headings, subheadings, and bullet points where appropriate to make it easy to review and study later.

Using abbreviations and symbols helps speed up note-taking, especially in fast-paced lectures or when reading dense material. Common abbreviations and shorthand symbols save time while preserving meaning.

Lastly, reviewing and revising notes is essential. After the initial note-making, learners should go through their notes to clarify unclear points, correct mistakes, and add missing information, ensuring accuracy and completeness.