

**THE UNITED REPUBLIC OF TANZANIA
NATIONAL EXAMINATION COUNCIL OF TANZANIA
GRADE A TEACHERS' CERTIFICATE EXAMINATION**

624

COMMUNICATION SKILLS.

Time: 3 Hours.

ANSWER

Year: 2005

Instructions

1. This paper consists of sections **A, B** and **C**.
2. Answer **all** questions in sections A and B and **one (1)** question from section C.
3. Mobile phones and unauthorized materials are **not allowed** in the examination room.
4. Write your **Examination Number** on every page of your answer **booklet(s)**.

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SECTION A (36 Marks)

Answer all questions in this section.

1. Give four reasons why communication breakdown can occur even when both parties speak the same language.

Communication breakdown can occur due to the use of jargon or technical terms that the receiver may not understand. Even though the language is the same, specialized vocabulary can cause confusion.

It can happen because of differences in interpretation of words or phrases. People may attach different meanings to the same word depending on their background, leading to misunderstanding.

Noise or distractions in the environment can interfere with hearing or concentration, causing the message to be missed or misinterpreted.

Emotional states such as anger, stress, or excitement can also distort the way a message is sent or received, leading to communication failure.

2. Mention four ways technology can distort the original message during communication.

Poor internet connectivity can cause delays, cut-offs, or distortion in audio or video communication, changing the intended meaning.

Autocorrect or predictive text features may alter words, creating unintended meanings in written messages.

Low-quality microphones or speakers can make voices unclear, making the receiver guess the words, which may lead to errors.

File compression or formatting changes can alter the appearance or content of documents, especially in charts, images, or layouts.

3. List four indicators that a meeting is poorly managed.

There is no clear agenda, so discussions lack focus and important topics are skipped or forgotten.

Time is wasted on irrelevant issues, causing the meeting to run too long or end without decisions being made.

Dominance by a few participants prevents others from contributing their ideas or concerns.

Decisions and action points are not recorded, leading to confusion about responsibilities after the meeting.

4. State four reasons why official records must be kept in an organization.

They provide evidence of transactions, agreements, and decisions, which is important for legal and auditing purposes.

They help in tracking progress and performance over time, enabling better planning and evaluation.

They serve as a reference for future decisions, ensuring consistency in operations and policies.

They ensure transparency and accountability, especially in financial and administrative matters.

5. Give four characteristics of an effective oral presentation.

The speaker uses clear and simple language to ensure the audience understands the message.

The presentation is well-organized, with a logical flow from introduction to conclusion.

The speaker engages the audience through eye contact, gestures, and interactive questions.

Visual aids such as slides or charts are used appropriately to enhance understanding without distracting from the message.

6. State four reasons why some employees prefer written communication over oral communication.

It provides a permanent record that can be referred to later for clarity or evidence.

It allows time to think and structure the message carefully, reducing the chance of mistakes.

It can be sent to multiple people at once, ensuring consistent information distribution.

It avoids face-to-face confrontation in sensitive situations, making it easier to communicate difficult messages.

7. Mention four features that make a press release effective.

It has a clear and attention-grabbing headline that summarizes the main point.

The content is concise and well-structured, providing key information in the first few sentences.

It includes relevant facts, figures, or quotes to add credibility and interest.

It provides contact information for follow-up questions or additional details.

8. Give four reasons why feedback is essential in workplace communication.

It confirms whether the message has been understood as intended, reducing errors.

It helps identify areas for improvement in both processes and individual performance.

It encourages two-way communication, fostering better relationships between staff and management.

It motivates employees by showing that their opinions and contributions are valued.

9. State four problems that may arise when relying solely on visual communication.

It can be misinterpreted if symbols or images are unclear or culturally specific.

It lacks detailed explanations, which may leave the audience with unanswered questions.

It may exclude individuals with visual impairments, making the communication inaccessible.

It often requires additional resources such as printing or design, which may not always be available.

SECTION B (40 Marks)

Answer all questions in this section.

10. In your department, new employees often avoid contributing ideas during team discussions. As a senior staff member, explain five strategies you would apply to encourage active participation while maintaining a respectful environment.

I would create a safe and supportive atmosphere where employees feel their opinions are respected, regardless of seniority or experience. This would reduce fear of criticism.

I would encourage equal participation by directly inviting quieter employees to share their thoughts, ensuring that everyone has a chance to speak.

I would introduce small group discussions before the main meeting so that shy individuals can first share ideas in a less intimidating setting.

I would acknowledge and appreciate all contributions, even if the suggestions cannot be implemented, to build confidence among staff.

I would provide clear topics and expectations in advance, allowing employees time to prepare and organize their ideas before discussions.

11. You are tasked with reducing misunderstandings between your organization's technical and marketing teams. Outline five measures you would introduce to ensure clear, accurate, and timely exchange of information between them.

I would schedule regular joint meetings where both teams can update each other on their progress, challenges, and upcoming tasks, ensuring alignment.

I would create a shared communication platform such as an internal messaging or project management system to centralize information and avoid confusion.

I would develop simplified documentation where technical terms are explained in plain language for the marketing team, ensuring everyone understands.

I would assign liaison officers from each team to coordinate and clarify information whenever necessary, reducing back-and-forth confusion.

I would set clear deadlines for sharing information so that both teams have enough time to adjust their plans and avoid last-minute errors.

SECTION C (24 Marks)

Answer **one** question from this section.

12. The growth of social media has transformed communication within organizations. Discuss six advantages and six disadvantages of relying on social media platforms for official communication.

One advantage is speed, as social media enables instant communication of updates to both internal and external audiences. This helps organizations respond quickly to opportunities or issues.

It offers wide reach, allowing messages to be disseminated to large groups of employees, customers, or stakeholders simultaneously without physical meetings.

It is cost-effective because posting updates or creating private groups does not require printing materials or costly distribution channels.

It encourages engagement through interactive features such as comments, likes, and polls, which can strengthen organizational culture and stakeholder relations.

It allows for multimedia communication by integrating images, videos, and links, making messages more attractive and easier to understand.

It facilitates brand building by providing a consistent and accessible platform for sharing organizational values, achievements, and events.

One disadvantage is the risk of information leakage, as sensitive details can be accidentally shared beyond the intended audience.

It can lead to distractions if employees spend excessive time browsing unrelated content while on social media.

It may spread misinformation quickly if posts are not verified before being shared, causing reputational harm.

It can cause security vulnerabilities if accounts are hacked, leading to unauthorized posts and data breaches.

It may reduce face-to-face interaction, weakening interpersonal relationships among employees.

It can be exclusionary if some employees lack access to social media or are not comfortable using the platforms.

13. Your organization is planning to hold a crisis press conference after a factory accident. Prepare a 250-word speech addressing the public and assuring them of the company's commitment to safety and transparency.

Good morning, members of the press, our valued customers, and the community. On behalf of [Company Name], I want to address the unfortunate incident that occurred at our factory on [Date]. First and foremost, our thoughts and prayers are with the injured employees and their families. We have taken immediate steps to ensure they receive the best medical care available.

Safety has always been a top priority for our organization, and we are deeply concerned about what happened. We have launched a full internal investigation in collaboration with external safety experts to determine the cause of the accident. All operations at the affected facility have been suspended until we are fully satisfied that it is safe to resume work.

We are committed to transparency. Regular updates will be provided to employees, families, and the public as we learn more. We will also review and strengthen our safety protocols to ensure such an incident does not happen again.

To our community, we value the trust you have placed in us. We promise to act responsibly, learn from this event, and invest in measures that protect both our workers and our environment.

We extend our gratitude to the emergency response teams for their swift action, and to everyone who has reached out with support. Together, we will move forward with renewed dedication to safety, accountability, and care for our people. Thank you.

14. Some people argue that written communication is more reliable than verbal communication in legal matters. Using six points for each side, argue both for and against this statement.

For: Written communication provides a permanent record that can be used as evidence in legal proceedings.

It allows for precise wording, reducing the likelihood of misinterpretation in court.

It is easier to verify since documents can be signed, stamped, or notarized to confirm authenticity.

It prevents memory lapses, as the details remain available exactly as they were recorded.

It enables reference over time without the risk of details being altered or forgotten.

It allows multiple parties to receive identical information, ensuring consistency in understanding.

Against: Verbal communication allows for immediate clarification if there is a misunderstanding, which may prevent disputes.

It can capture tone, emphasis, and emotion, which are sometimes critical in understanding intent.

It may be more practical in urgent situations where time does not allow for formal writing.

It can help build trust and rapport, which may lead to amicable agreements without legal intervention.

It avoids delays associated with drafting and delivering written documents.

It can be recorded using audio or video devices, which can also serve as valid legal evidence.

15. You have been asked to design a short training module for supervisors on “Improving Interpersonal Communication Skills at Work.” Prepare a six-point outline with sub-points for each.

Understanding communication styles. Recognizing assertive, passive, and aggressive styles and their impact on workplace relationships.

Active listening. Using techniques such as paraphrasing, asking clarifying questions, and giving full attention to the speaker.

Non-verbal communication. Interpreting body language, facial expressions, and gestures, and aligning them with verbal messages.

Giving and receiving feedback. Providing constructive criticism respectfully and accepting feedback with an open mind.

Conflict resolution. Applying negotiation and mediation strategies to resolve misunderstandings amicably.

Cultural sensitivity. Understanding and respecting diverse cultural backgrounds to avoid misinterpretations and foster inclusivity.