

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

624

COMMUNICATION SKILLS.

Time: 3 Hours.

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.
2. Mention four ways technology can distort the original message during communication.
3. List four indicators that a meeting is poorly managed.
4. State four reasons why official records must be kept in an organization.
5. Give four characteristics of an effective oral presentation.
6. State four reasons why some employees prefer written communication over oral communication.
7. Mention four features that make a press release effective.
8. Give four reasons why feedback is essential in workplace communication.
9. State four problems that may arise when relying solely on visual communication.

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.
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.

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.
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.
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.
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.