

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

624

COMMUNICATION SKILLS.

Time: 3 Hours.

ANSWER

Year: 2006

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)

1. State four barriers to effective listening in face-to-face communication.

Noise in the surrounding environment can distract both the speaker and the listener, making it difficult to focus on the message.

Prejudgment or bias towards the speaker can cause the listener to filter information selectively, hearing only what they agree with.

Poor concentration due to fatigue, stress, or multitasking can prevent the listener from fully grasping the message.

Use of unfamiliar language, jargon, or technical terms may make it hard for the listener to understand the intended meaning.

2. Give four advantages of using visual aids during a presentation.

Visual aids make complex information easier to understand by presenting it in diagrams, charts, or pictures.

They capture and maintain the audience's attention, helping to keep them engaged throughout the presentation.

They improve the retention of information since people often remember images better than spoken words alone.

They allow the presenter to illustrate comparisons, trends, or relationships more effectively than verbal explanations alone.

3. List four functions of a notice in workplace communication.

A notice informs employees about important events such as meetings, training, or policy changes.

It serves as an official record of announcements made within the organization.

It directs employees' attention to rules, safety procedures, or deadlines that must be observed.

It provides a quick and accessible way to communicate with a large number of employees simultaneously.

4. State four disadvantages of using telephone communication.

It does not provide a permanent record of the conversation unless recorded.

Important details can be missed due to poor network quality or interruptions.

It may lead to misunderstandings since it lacks visual cues like body language.

It can be costly when making long-distance or international calls frequently.

5. Give four qualities of a good public speaker.

A good public speaker speaks clearly and at a suitable pace so that the audience can follow easily.

They maintain good eye contact with the audience to build connection and trust.

They use gestures and body language effectively to emphasize points.

They prepare and organize their content well, ensuring logical flow and relevance.

6. State four roles of a chairperson in a meeting.

The chairperson opens and closes the meeting at the scheduled time.

They guide the discussion to ensure the agenda is followed and time is managed efficiently.

They encourage participation from all members to ensure diverse views are heard.

They resolve conflicts or disagreements that arise during discussions.

7. List four purposes of a report in an organization.

A report communicates findings from research or investigations to decision-makers.

It records events, progress, or results for future reference.

It provides recommendations to solve a particular problem or improve processes.

It serves as evidence in case of disputes, audits, or performance evaluations.

8. Mention four factors to consider when choosing a medium of communication.

The urgency of the message determines whether to use instant communication or slower methods.

The complexity of the information affects whether to choose written or face-to-face communication.

The availability of technology influences whether digital or physical methods are possible.

The cost of the communication method should match the organization's budget and the importance of the message.

9. State four uses of memos in office communication.

Memos convey short, specific messages within an organization.

They remind employees about deadlines, meetings, or assignments.

They provide instructions or clarifications on work procedures.

They circulate announcements to different departments quickly.

SECTION B (40 Marks)

10. You have been appointed as a team leader in a project involving people from different departments.

Some members are reluctant to share progress updates, which slows down decision-making. Explain five strategies you would use to improve openness and information sharing among team members.

I would establish clear communication guidelines at the start of the project, specifying how and when progress updates should be shared. This sets expectations and removes uncertainty about the process.

I would create a safe and respectful environment where team members feel comfortable sharing information without fear of criticism. This builds trust and encourages openness.

I would introduce regular progress meetings where each member presents their updates, ensuring that communication becomes a habit rather than an occasional activity.

I would use collaborative tools such as shared online workspaces or project management software to make updates accessible to all members in real time.

I would recognize and appreciate team members who consistently share valuable updates, reinforcing positive communication behavior and motivating others to follow suit.

11. In a large company, complaints have been received about delays in responding to customers' emails. As the newly appointed communication officer, outline five measures you would put in place to ensure prompt responses without compromising the quality of communication.

I would set up an email response policy that specifies the maximum time allowed to reply to customer messages, such as within 24 hours. This creates consistency and ensures that no inquiry is ignored for too long.

I would introduce an email management system that organizes incoming messages by priority and department. This ensures that urgent matters are handled first and that messages are routed to the right person immediately.

I would train staff on effective email communication, focusing on clarity, professionalism, and the use of templates to speed up responses without losing quality.

I would assign dedicated staff members to monitor customer emails during working hours, ensuring that responses are sent promptly even during peak periods.

I would regularly review and analyze email response times and customer feedback to identify delays, make improvements, and maintain high communication standards.

SECTION C (24 Marks)

12. In recent years, organizations have increasingly adopted virtual meetings instead of physical ones.

Discuss six advantages and six disadvantages of holding virtual meetings.

Virtual meetings save travel costs for both the organization and participants, allowing funds to be allocated to other needs.

They save time because participants can join from their own locations without the need to commute.

They allow participation from geographically distant team members, enabling global collaboration.

They can be recorded for future reference, ensuring absent members can review the discussion.

They offer flexibility in scheduling, as meetings can be arranged more quickly without physical venue constraints.

They reduce environmental impact since no travel is required, lowering carbon emissions.

However, virtual meetings may suffer from poor internet connections, causing interruptions and delays.

They reduce personal interaction, making it harder to build strong working relationships.

They can lead to distractions since participants may multitask during the meeting.

They require technology that not all participants may have access to.

They may cause security concerns if sensitive information is discussed without proper protection.

They can create fatigue if held too frequently, leading to reduced engagement.

13. Imagine your organization is preparing to launch a new community outreach program. You have been tasked to write a persuasive speech to encourage local leaders to support and participate in the program. Present the speech in about 250 words.

Distinguished leaders, community members, and honored guests, I greet you warmly. Today, I speak to you not just as a representative of my organization but as a fellow member of our beloved community. We are gathered here because we share one common goal: to make our home a better place for all.

Our new community outreach program is designed to uplift the vulnerable, empower our youth, and bring essential services closer to those in need. But for this vision to succeed, we need more than just ideas—we need action, unity, and commitment.

Imagine a community where every child has access to education, where families have the resources to thrive, and where hope replaces despair. This program can make that vision a reality, but only with your leadership. Your influence, guidance, and active participation will inspire others to join.

We are not asking for endless time or resources. We are asking for your voice, your network, and your willingness to stand with us. Together, we can organize health clinics, youth mentorships, and skills training that will change lives.

Let us not wait for change to come from outside. Let us be the change-makers within. I urge you, esteemed leaders, to commit to this cause today. Together, we can turn hope into reality. Thank you.

14. Some managers believe that face-to-face communication is always more effective than written communication. Using six points for each side, argue both for and against this statement.

Face-to-face communication allows immediate feedback, making it easier to clarify misunderstandings instantly.

It conveys emotions and attitudes better through facial expressions, gestures, and tone of voice.

It builds stronger relationships and trust between participants.

It allows dynamic discussion, enabling participants to adjust the conversation flow.

It can be more persuasive because of the personal connection it creates.

It fosters teamwork and bonding, especially in problem-solving sessions.

However, written communication provides a permanent record that can be referred to later.

It allows more time to carefully craft and refine the message before sending.

It is useful for reaching multiple people at once, especially in large organizations.

It can be more efficient for simple instructions or information sharing.

It transcends location and time, as people can read and respond at their convenience.

It reduces the risk of forgetting details since everything is documented.

15. As a communication consultant, you are asked to train new employees on “The Role of Non-verbal Communication in Customer Service.” Prepare a detailed training outline with six main points and sub-points.

Understanding body language, Importance of posture, gestures, and facial expressions in conveying friendliness and openness.

Eye contact, Maintaining appropriate eye contact to show attentiveness and respect to the customer.

Tone of voice, Matching tone to the message to convey empathy, confidence, or reassurance as needed.

Personal appearance, Dressing appropriately to reflect professionalism and organizational values.

Proxemics, Respecting personal space while maintaining approachability during interactions.

Active listening cues, Nodding, smiling, and other gestures that show customers they are being heard and valued.