

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

624

**COMMUNICATION SKILLS**

**Time: 3 Hour.**

**ANSWERS**

**Year: 2019**

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**Instructions**

1. This paper has Section A and Section 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. Mobile phones are not allowed inside the examination room.
5. Write your Examination Number on every page of your answer booklet.

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## SECTION A (40 Marks)

Answer all questions from this section.

### 1. Explain briefly four contexts where scanning skills can be used in one's daily life.

One context where scanning skills are useful is when looking for a specific phone number in a contact list or directory. Instead of reading through every name, a person quickly moves their eyes through the list to spot the exact name or number they need.

Another context is when checking a timetable, like a school or bus schedule. A person uses scanning to find a particular subject's time, venue, or a bus's departure time without reading the entire timetable line by line.

A third context is when searching for the price of an item in a supermarket brochure or advertisement. A shopper doesn't read the whole document but scans quickly for the product's name and its price to save time.

Lastly, scanning is used when going through newspapers, magazines, or websites to locate a specific article, name, or headline. Rather than reading every article, a reader moves their eyes quickly over the text to find the information they want.

### 2. Four types of information that might be found in a dictionary.

A dictionary provides the meaning or definition of words. This helps users understand the correct use and context of a word when reading or writing.

It also shows the pronunciation of a word, often using phonetic symbols, which guides users on how to say the word correctly in spoken communication.

The grammatical category of a word is another important type of information. A dictionary indicates whether a word is a noun, verb, adjective, or adverb, helping users understand how to use it in a sentence.

Lastly, a dictionary includes example sentences showing how a word is used in everyday communication. This helps learners see how a word fits naturally within different sentences.

### 3. List down four main channels of communication.

Face-to-face communication involves speaking to someone directly, allowing immediate feedback through spoken words, gestures, and facial expressions.

Telephone or mobile communication uses devices to exchange information over a distance. It allows real-time spoken interaction, making it useful for personal and business communication.

Written communication involves messages sent through letters, emails, reports, or notices. It is useful when a permanent record of the message is needed.

Electronic or digital communication includes methods such as social media platforms, messaging apps, and websites, which allow people to send and receive messages quickly over the internet.

### 4. Give four reasons of reading the instructions before attempting the examination.

Reading instructions helps candidates understand the total number of questions they are required to answer, preventing them from answering too few or too many questions.

It guides on how marks are distributed across different sections or questions. This allows candidates to allocate their time and effort wisely according to the value of each question.

Instructions also clarify the total time allowed for the examination, helping candidates manage their time effectively so they can attempt all required questions within the limit.

Lastly, instructions alert candidates to specific directions, such as answering on separate sheets or choosing questions from certain sections only. Ignoring this may lead to disqualification or loss of marks.

**5. Outline four advantages of using visual aids during oral presentation.**

Visual aids make a presentation more attractive and interesting. They capture the audience's attention, making it easier for them to stay focused on the topic.

They help explain complex ideas more clearly. For example, a chart or diagram can simplify information that might be hard to understand through words alone.

Visual aids also help the audience remember information better. People tend to retain what they see longer than what they hear, making visual support effective in learning.

They reduce monotony during a presentation. Instead of the audience only listening to the speaker, visual aids provide variety, breaking boredom and maintaining concentration.

**6. Briefly four uses of Curriculum Vitae (CV).**

A CV is used when applying for a job as it outlines an applicant's qualifications, skills, and work experience, helping employers select suitable candidates.

It is also useful when applying for scholarships or academic opportunities, as it shows a person's academic background and achievements relevant to the award.

A CV acts as a personal career record, allowing an individual to track their employment history, educational milestones, and professional development over time.

Additionally, it helps employers or institutions to shortlist candidates by comparing their qualifications, skills, and experiences for the available positions.

7.

**(a) Differentiate intensive reading from extensive reading.**

Intensive reading involves reading short texts very carefully and slowly to understand every detail. It is used for study purposes, focusing on language use, vocabulary, and grammar.

Extensive reading involves reading long texts or many books for pleasure or general knowledge. The reader does not pay attention to every detail but focuses on getting the overall meaning.

**(b) Name three benefits of extensive reading.**

It improves vocabulary because readers encounter many new words in different contexts, helping them to remember and use them naturally.

It enhances reading speed and comprehension skills as readers get used to understanding large amounts of text in a short time.

It increases general knowledge and cultural awareness by exposing readers to different topics, cultures, and ideas through a variety of reading materials.

**8. Briefly describe four ways used to improve communication skills.**

One way is by listening actively, which involves paying full attention to the speaker, avoiding interruptions, and responding appropriately to show understanding.

Practicing clear and simple speaking is another way. This means choosing words carefully, using simple sentences, and avoiding ambiguous language to ensure the message is understood.

Improving vocabulary helps a person express themselves more accurately and confidently. This can be done by reading regularly, using a dictionary, and learning new words daily.

Maintaining appropriate non-verbal communication, like good eye contact, proper gestures, and facial expressions, strengthens the spoken message and shows attentiveness.

**9. Mention four purposes of note taking.**

Note taking helps to record important points during lectures, meetings, or reading for future reference and study.

It improves concentration and focus because the learner listens or reads actively while writing key points.

It helps to organize ideas logically, making it easier to review and revise information before exams or discussions.

It supports memory by reinforcing the information written down, increasing the chances of recalling details later.

10.

**(a) Define the term catalogue.**

A catalogue is a systematic, organized list of items, especially books or documents in a library, which provides details like titles, authors, subjects, and where the item can be found.

**(b) Illustrate three types of catalogue system.**

Author catalogue arranges entries alphabetically by the authors' names, helping users find books written by a particular author.

Title catalogue organizes books alphabetically according to their titles, making it easier to locate a book when the title is known.

Subject catalogue lists books under subject headings or topics, allowing users to find all books related to a particular area of interest, like history or science.

**SECTION B (60 Marks)**

Answer all questions from this section.

**11. Explain six factors that negatively affect communication process.**

One factor is language barrier. When the sender and receiver do not share the same language or use difficult vocabulary, the message may not be understood correctly, leading to misinterpretation.

Another factor is poor listening skills. If the receiver is distracted, impatient, or not concentrating during communication, they may miss important points or misunderstand the message.

Physical distractions also affect communication. Noisy environments, poor lighting, or physical distance can interrupt the clear exchange of information between the sender and receiver.

Emotional attitudes can interfere as well. If a person is angry, anxious, or upset, they may not communicate clearly or may receive the message in a biased way.

Cultural differences can cause communication breakdowns. Different cultures have unique ways of interpreting words, gestures, or body language, which may lead to misunderstanding.

Lastly, use of unclear or complicated messages can negatively affect communication. If the sender uses complex words, technical jargon, or disorganized information, the receiver may struggle to understand the intended meaning.

## **12. The importance of writing reference by using six points.**

Writing references helps to acknowledge the original source of information, giving credit to the author and avoiding plagiarism.

It allows readers to trace the source of information, enabling them to verify facts or read more on the subject if interested.

References strengthen the credibility and authority of a writer's work by showing that ideas are supported by established sources.

They help in organizing research work by showing where different pieces of information were obtained.

Writing references maintains academic honesty, as it openly shows the materials consulted during research or writing.

Lastly, references provide useful reading lists for others who wish to study the topic further or examine the writer's sources.

## **13. Explain six reading habits that can make a pupil be an effective reader.**

One good habit is setting a regular reading schedule. Pupils should set aside specific time daily for reading to develop consistency.

Reading with a purpose helps pupils focus on what they want to learn or understand from a text, making reading productive.

Choosing appropriate reading materials suitable to their level and interest keeps pupils engaged and improves comprehension.

Making notes while reading allows pupils to record important points, definitions, or summaries, which improves memory and revision.

Another habit is reviewing what has been read by summarizing or discussing it with others, which reinforces understanding.

Lastly, minimizing distractions by reading in a quiet, comfortable environment helps pupils to concentrate fully on the material.

#### **14. Explain five differences between a debate and a speech.**

A debate involves two or more opposing sides presenting arguments for and against a given topic, while a speech is delivered by one person addressing an audience on a particular issue.

In a debate, participants directly respond to and challenge each other's points, but in a speech, the speaker presents ideas without interruption or opposition.

Debates follow strict rules and time limits for each speaker, whereas a speech usually has one person speaking within an agreed time without interruptions.

The aim of a debate is to persuade judges or the audience to support one side over the other, while a speech aims to inform, entertain, or convince listeners about a certain subject.

In a debate, teamwork is involved since it usually requires a group representing one side, but in a speech, it is an individual presentation.

#### **15. Write a composition on the importance of forest conservation by giving six points.**

Forest conservation is important because it helps protect biodiversity. Forests are home to thousands of plant and animal species that would disappear if forests were destroyed.

It helps in controlling climate. Trees absorb carbon dioxide and release oxygen, reducing the effects of global warming and purifying the air.

Conserving forests protects water sources. Forests play a role in maintaining the water cycle by attracting rain and protecting rivers and lakes from drying up.

Forests prevent soil erosion by holding the soil with their roots. Without trees, soil is easily washed away by rain, leading to infertile land and floods.

They provide valuable resources such as timber, fruits, medicine, and firewood, which are essential for human life and economic development.

Finally, forests offer recreational and tourism opportunities. Many people visit forests for leisure, which generates income and provides employment for local communities.

**16. State the significance of making notes from the written sources by using five points.**

Note making helps to summarize long texts into shorter points, making it easier to revise important information.

It improves memory because writing down key points reinforces learning and understanding.

Notes help to organize information in a logical way, which makes it easier to study and refer to later.

They save time during revision as one reads important ideas only, rather than going back to the entire book or document.

Lastly, making notes encourages active reading, where the learner interacts with the text by identifying and recording essential information.