

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

624

**COMMUNICATION SKILLS**

**Time: 3 Hour.**

**ANSWERS**

**Year: 2020**

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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.

Alright — here's a clean, properly structured extraction of all questions and their agreed answers from the PDF you uploaded, following your preferred format:

### SECTION A: OBJECTIVE QUESTIONS

#### 1. List down four things to consider in referencing.

When referencing, one should first consider the surname of the author followed by their initials. This helps in identifying the specific writer of the work cited.

The year of publication is another important element. It indicates when the work was published, helping readers evaluate the relevance and recency of the material.

The title of the publication must be included. It provides the name of the book, article, or document referred to, guiding readers to the correct source.

Lastly, the city or place of publication and the name of the publisher should be mentioned. This completes the citation details, making it possible for others to locate the referenced material.

#### 2. Describe four characteristics of a good summary.

A good summary should have a logical flow of information, ensuring that ideas are arranged in their proper order and sequence for easy understanding.

It must be brief, containing only the essential points while avoiding unnecessary details, which helps save time for readers.

Correctness is essential in a good summary. It should follow the rules of grammar, proper spelling, and correct punctuation to maintain clarity.

Lastly, a good summary should retain the meaning of the original text. Even though it is shortened, it must reflect the original message accurately.

#### 3. Identify four properties of good notes.

Good notes should be clear and neat, making them easy to read and understand whenever needed.

They should use simple language to express ideas, avoiding complex words and phrases that might confuse the reader.

A good set of notes must be easily understood. The notes should be self-explanatory, requiring no additional clarification.

Lastly, notes should be systematic, organized logically with main points and supporting ideas arranged in a consistent, orderly manner.

#### 4. State four purposes of note taking.

Note taking helps to record important points from a speaker, reading, or discussion for future reference and review.

It aids in remembering information because writing notes reinforces memory, making it easier to recall details later.

Note taking improves concentration and focus as it requires listening or reading attentively to capture key points.

Lastly, it helps organize ideas logically, enabling a learner to review and study information more efficiently.

**5. Explain four functions of non-verbal communication in speech delivery.**

Non-verbal communication helps reinforce the verbal message by using gestures, facial expressions, or posture to add emphasis or meaning.

It regulates communication flow, for example through hand movements or eye contact that signal when to speak or pause.

It expresses emotions and feelings which might not be fully conveyed through words alone, such as smiling to show friendliness.

Lastly, it provides feedback to the speaker. The audience's non-verbal cues like nodding or frowning indicate whether the message is understood or needs clarification.

**6. Give four reasons why it is important to read instructions before attempting an examination.**

Reading instructions helps a candidate know the total number of questions they are required to attempt, preventing them from doing too few or too many.

It guides on what is allowed or not allowed in the examination room, ensuring candidates follow the rules and avoid disqualification.

It informs the candidate about how marks are distributed among different questions or sections, helping them manage their time and effort accordingly.

Lastly, instructions clarify the total time allowed for the examination, allowing candidates to allocate enough time for each question.

**7. Mention the appropriate channel of communication used in each communicative context:**

(a) Watching news broadcast on TV uses the audio-visual channel, since it involves both seeing and hearing.

(b) Seeing road signs as you drive uses the visual channel, as the information is received through sight.

(c) Talking to a phone with David uses the audio channel because it involves hearing and speaking without seeing.

(d) Reading the Mwananchi newspaper uses the written channel as information is conveyed through written words.

**8. Briefly analyse four qualities of a good speaker.**

A good speaker should be confident when addressing an audience, which helps keep listeners engaged and builds credibility.

They must involve the audience through questions, comments, or discussions to maintain interest and participation.

Having knowledge of the subject matter is important, as it ensures the speaker communicates accurate, relevant information.

Lastly, trustworthiness is essential. A good speaker should be honest, fair, and objective, avoiding personal bias in their presentation.

**9. Identify two models of human communication by using illustrations.**

The one-way communication model involves a sender transmitting a message to a receiver without expecting immediate feedback. It's illustrated as: Sender → Message → Receiver.

The two-way communication model involves both sending and receiving messages, allowing for feedback. It's illustrated as: Sender → Message → Receiver → Feedback → Sender.

**10. Identify four similarities between note-taking and note-making.**

Both recognise the main ideas and important concepts of information from a source.

Both identify relevant information, focusing on key points while ignoring less important details.

Both can be recorded from spoken or written sources like lectures, discussions, or books.

Lastly, both help in remembering information by summarising or organising ideas for easy review and study.

**SECTION B (60 Marks)**

Answer all questions from this section.

**11. Analyse six elements involved in the communication process.**

The sender is the originator of the message, responsible for creating and delivering it to the receiver.

The message is the actual content of communication, which could be spoken, written, or non-verbal information.

The receiver is the person who receives and interprets the message sent by the sender.

The channel refers to the medium or method through which the message is transmitted, such as audio, visual, or written channels.

Feedback is the response given by the receiver to the sender, indicating whether the message was understood.

Lastly, the context is the environment or situation in which communication takes place, which can affect how the message is delivered and interpreted.

**12. Elaborate five features of effective communication.**

Effective communication must be free from ambiguity, ensuring the message is clear and easily understood.

It should provide feedback to the sender, confirming whether the message was received and understood correctly.

Using simple language is essential so that the audience can easily grasp the meaning of the message.

Proper communication skills must be employed, including appropriate gestures, posture, and tone of voice.

Lastly, it should allow opportunities for dialogue and discussion, enabling the audience to ask questions and share ideas.

**13. Elaborate five study habits one is advised to adopt.**

One should follow a personal study timetable strictly, adjusting it only when necessary to maintain consistency.

It's important to gather as much information as possible from books, notes, and discussions to broaden understanding.

Reviewing work regularly ensures that information remains fresh in the learner's memory and helps identify areas needing clarification.

Allowing time for discussion with peers promotes idea sharing and helps clarify difficult topics.

Lastly, one should be realistic with their personal routine, balancing study with rest and other responsibilities.

#### **14. Analyse five types of oral presentation.**

A speech is a formal oral presentation delivered to an audience on a particular topic, often structured and pre-planned.

A discussion involves exchanging ideas between two or more people on a specific subject, usually aiming to reach a consensus.

A conversation is an informal oral interaction between individuals, often casual and unstructured.

A debate is a formal, competitive presentation where opposing views on a topic are argued by different sides.

Lastly, a conference is a large formal meeting where participants present and discuss ideas or findings on a specific subject.

#### **15. Explain five importance of reading in daily life.**

Reading provides pleasure and entertainment by offering enjoyable stories, articles, or books.

It helps in evaluating written materials by developing critical thinking and analytical skills.

Reading enables people to find answers and information that help in decision-making and problem-solving.

It improves the quality of life by increasing knowledge, awareness, and cultural understanding.

Lastly, reading enhances language skills, vocabulary, and general communication abilities.

#### **16. Describe five places in a library where reading materials are located.**

The reference section contains materials like encyclopedias, dictionaries, and atlases that are used for consultation within the library.

The periodicals section holds magazines, journals, and newspapers that provide current and past information.

The non-book collection section contains materials like maps, charts, audio-visual resources, and digital content.

The open shelves area houses general books available for borrowing or reading within the library.

Lastly, the special collection section contains rare or valuable materials like historical documents and archived manuscripts.