

Demonstrate Communication Skills Level 5

3 Hours

March/April 2023



THE KENYA NATIONAL EXAMINATIONS COUNCIL

WRITTEN ASSESSMENT

3 HOURS

INSTRUCTIONS TO CANDIDATE

*This paper consists of **THREE** sections **A**, **B** and **C**.*

*Answer **ALL** questions in section **A** and **B** and any **TWO** in section **C** in the answer booklet provided.*

*Marks for each question are indicated in **brackets**.*

Do not write on this question paper.

*Answer the questions in **English**.*

*This paper consists of **SIX (6)** printed pages*

Candidate should check the question paper to ascertain that all pages are printed as indicated and that no questions are missing

SECTION A (20 MARKS)

*Answer **all** the questions in this section.*

1. _____ is not an element of communication. (1 Mark)
 - A. Sender
 - B. Message
 - C. Medium
 - D. Completeness

2. Which of the following principles of communication shows that a message is free from errors? (1 Mark)
 - A. Clarity
 - B. Coherence
 - C. Completeness
 - D. Correctness

3. Text messages and letters are examples of _____. (1 Mark)
 - A. Visual communication
 - B. Oral communication
 - C. Written communication
 - D. Formal Communication

4. A channel of communication that is not controlled by anyone is referred to _____. (1 Mark)
 - A. Upward
 - B. Grapevine
 - C. Lateral
 - D. Vertical

5. Communication in an organization is for _____. (1 Mark)
 - A. Strengthening relationships
 - B. Coordinating strikes
 - C. Creating work wars
 - D. Managing stress

6. In letter writing, the principle of courtesy is important. Which of the following is an example of a courtesy word? (1 Mark)
- A. Help
 - B. Polite
 - C. Sorry
 - D. Forgive
7. A customer who returns to your organization for a second time is a _____ (1 Mark)
- A. Patient customer
 - B. Satisfied customer
 - C. Loyal customer
 - D. Cooperative customer
8. Ideas that have names of the writer on them are deposited in a _____ (1 Mark)
- A. Suggestion box
 - B. Suggestion scheme
 - C. Office
 - D. Forum
9. Who is designated for the circulation of circulars or notices in an organization? (1 Mark)
- A. Secretary
 - B. Clerk
 - C. Typist
 - D. Officer
10. Prejudice and stress are examples of _____? (1 Mark)
- A. Semantic barriers.
 - B. Mechanical barriers.
 - C. Physical barriers.
 - D. Psychological barriers.
11. Which of the following is a part of a report? (1 Mark)
- A. Salutation
 - B. Address
 - C. Methodology
 - D. Enclosure

12. Which of the following is not an item in the sender's address in an official letter? (1 Mark)
- A. P.O. Box number
 - B. Signature
 - C. Town
 - D. Date
13. Which of the following is a characteristic of an effective notice? (1 Mark)
- A. Crowded
 - B. Long
 - C. Smart
 - D. Clear
14. Which of the following is a complementary close in letter writing? (1 Mark)
- A. Yours faithfully
 - B. Dear Sir
 - C. Introduction
 - D. Heading
15. Which one of the following is an example of body posture? (1 Mark)
- A. Crossed arms
 - B. Shouting
 - C. Speaking
 - D. Writing
16. Which of the following should an interviewee carry on the day of the interview? (1 Mark)
- A. Interview file
 - B. Good grooming
 - C. Assorted drinks
 - D. Nothing
17. Which of the following is not a communication skill? (1 Mark)
- A. Reading
 - B. Listening
 - C. Speaking
 - D. Gossiping

18. Body language is a form of non-verbal communication. Which of the following shows that you are comfortable? (1Mark)
- A. Turning away from the speaker
 - B. Fidgeting your feet
 - C. Making eye contact
 - D. Looking at your watch
19. Which of the following should be avoided in a group discussion? (1Mark)
- A. Listening
 - B. Shouting
 - C. Speaking
 - D. Writing
20. Which of the following is a role of the secretary during a meeting? (1Mark)
- A. Taking minutes
 - B. Giving orders
 - C. Giving opportunities to members
 - D. Collecting stationery

SECTION B (40 MARKS)

*Answer **all** questions in this section.*

21. Outline **three** emerging issues in communication. (3 Marks)
22. State **two** reasons why quorum is important in a meeting. (2 Marks)
23. Define the following terms as used in communication. (3 Marks)
- a) Encode
 - b) Decode
 - c) Transmit
24. List **two** items found in the personal information part of a resume. (2 Marks)
25. Outline **three** examples of written communication. (3 Marks)
26. Highlight **two** reasons why office protocol is important in an organization. (2 Marks)
27. Identify **three** parts of a business report. (3 Marks)

28. Differentiate the terms interpersonal and intra personal as used in communication. (2 Marks)
29. State the difference between communication and effective communication. (2 Marks)
30. List **three** types of touch as a method of communication. (3 Marks)
31. Outline **four** measures for overcoming barriers to effective communication. (4 Marks)
32. State **four** advantages of visual communication. (4 Marks)
33. Highlight **two** barriers to effective listening. (2 Marks)
34. Mention **three** types of customers in relation to external communication. (3 Marks)
35. Identify **two** types of interviews. (2 Marks)

SECTION C (40 MARKS)

Answer any two questions from this section.

36. Deel Construction Agency ordered for 100 bags of cement from Uboru Cement. Upon delivery of the consignment, all the cement was found to be expired. As the procurement officer, write a letter to Uboru Cement complaining about the inconvenience. (20 Marks)
37. In about 200 words write an essay on: 'The effects of drug and substance abuse among the Kenyan youth today.' (20 Marks)
38. The Scouts Club has held its third meeting since the beginning of the year to discuss the following:
 - Selection of new officials
 - Buying of Club van
 - Club partyAs the secretary, write the minutes. (20 Marks)

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