

Name _____

Index No. _____

1501/201 1601/201
 1503/201 1602/201
COMMUNICATION SKILLS
June/July 2014
Time: 3 hours



Candidate's Signature _____

Date _____

THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN MECHANICAL ENGINEERING
 (PRODUCTION OPTION)
 (AUTOMOTIVE OPTION)
 CRAFT CERTIFICATE IN ELECTRICAL AND ELECTRONICS ENGINEERING
 (POWER OPTION)
 (TELECOMMUNICATION OPTION)
 MODULE II**

COMMUNICATION SKILLS

3 hours

INSTRUCTIONS TO CANDIDATES

*Write your name and index number in the spaces provided above.
 Sign and write the date of the examination in the spaces provided above.
 This paper consists of TWO Sections; A and B.
 Answer ALL questions from Section A, and any FOUR questions from Section B in the spaces provided in this question paper.
 All questions carry equal marks and maximum marks for each part of a question are as shown.
 Do NOT remove any pages from this booklet.
 Candidates should answer the questions in English.*

For Examiner's Use Only

SECTION A

Questions	1	2	3	4	5	6	7	8	9	10	Total Score
Candidate's Score											

SECTION B

Questions	11	12	13	14	15	16	Total Score	GRAND TOTAL
Candidate's Score								

This paper consists of 16 printed pages.

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

SECTION A (20 marks)

Answer ALL the questions in this section.

1. State **two** benefits derived from the use of Information Communication Technology (ICT) for business communication. (2 marks)
2. State **two** behaviours exhibited by a receiver which may bar effective communication. (2 marks)
3. State **two** shortcomings of using meetings as a method of communication. (2 marks)
4. List **four** oral communication techniques employed within modern organization set ups. (2 marks)
5. Use of e-mail for business communication is on the rise. State **two** advantages of using this method of communication. (2 marks)
6. State **two** features of a good report. (2 marks)
7. List **two** sources of grapevine communication. (2 marks)
8. State **two** problems that may be encountered in horizontal communication. (2 marks)
9. Explain the meaning of the term 'etiquette' as used in communication. (2 marks)
10. State **two** situations which may necessitate the use of memorandum for communication in an organization. (2 marks)

SECTION B (80 marks)

Answer any FOUR questions from this section.

11. (a) Explain the difference between the following types of communication:
- (i) internal; (4 marks)
 - (ii) external. (4 marks)
- (b) Explain the meaning of the following terms as used in meetings:
- (i) Notice; (2 marks)
 - (ii) Agenda; (2 marks)
 - (iii) Minutes. (2 marks)
- (c) Joe Kidich works in the production department in Lumer Engineering Works Ltd. Despite several warnings from the management, he has continued to absent himself from work. As the manager, you have been asked to write a letter terminating his services.
Write the letter. (10 marks)
12. (a) State **five** benefits that an organization may derive from maintaining good public relations with its customers. (5 marks)
- (b) The Workshop Technicians in Unima Works Limited have boycotted work for three consecutive days. The Managing Director is concerned and has requested you as the Production Manager to investigate the matter and write a report. Assuming you have completed the investigations, write the report. (15 marks)
13. (a) It is widely agreed that upward communication should be encouraged in organizations. Explain **four** reasons that may account for this position. (4 marks)
- (b) Outline the **six** stages in the process of communication. (6 marks)
- (c) The post of Workshop Supervisor has fallen vacant in your organization. Draft a press advertisement inviting suitably qualified persons to apply. (10 marks)

14. (a) Explain **four** duties carried out by the chairman before a meeting. (8 marks)
- (b) Write an essay of about 250 words on the topic **“The Importance of Healthy Interpersonal Relationships among Workers in an Organization”**. (12 marks)
15. (a) State **six** reasons that make it important to use graphic aids in reports. (6 marks)
- (b) Explain the meaning of the following terms as used in communication:
- (i) barrier; (2 marks)
- (ii) paraphrasing; (2 marks)
- (iii) teleconferencing; (2 marks)
- (iv) distortion. (2 marks)
- (c) List **six** areas which an appraisal interview addresses. (6 marks)
16. (a) Punctuate the following passage using capital letters where necessary:
- when i last visited him said John he was quite jovial at the moment his health seems to be deteriorating added james whats likely to be the problem asked John lets put our heads together and find out how we can help him advised James.
- (6 marks)
- (b) Explain **one** way in which each of the following may act as a barrier to communication:
- (i) the source of communication; (2 marks)
- (ii) status-consciousness; (2 marks)
- (iii) timing. (2 marks)
- (c) State **four** reasons that may make an organization send a news release to the media. (8 marks)