

Name: _____ Index No. _____ / _____

1501/201, 1503/201, 1521/201
 1522/201, 1601/201, 1602/201
COMMUNICATION SKILLS
 Oct./Nov. 2014
 Time: 3 hours

Candidate's Signature: _____

Date: _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL
CRAFT CERTIFICATE IN MECHANICAL ENGINEERING
(PRODUCTION OPTION)
(AUTOMOTIVE ENGINEERING)
CRAFT CERTIFICATE IN ELECTRICAL & 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 the questions in Section A, and any FOUR questions in section B.
Write all the answers in the spaces provided in this question paper.
Maximum marks for each part of a question are indicated.
Candidates should answer the questions in English.

For Examiner's Use Only

SECTION A

Question	1	2	3	4	5	6	7	8	9	10	TOTAL SCORE
Candidate's Score											

SECTION B

Question					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 questions in this section.

1. 'Sharing of meaning' is a very important aspect of effective communication. Explain the meaning of this statement. (2 marks)

(i) _____

(ii) _____

2. State two barriers of communication that may be associated with feedback. (2 marks)

(i) _____

(ii) _____

3. Identify four physical aspects that may be observed in an interviewee during an interview. (2 marks)

(i) _____

(ii) _____

4. State two advantages of holding staff meeting for all employees in an organization. (2 marks)

(i) _____

(ii) _____

5. Outline **two** problems that may arise if an organisation send out a written document that is incorrectly punctuated. (2 marks)
- (i) _____

- (ii) _____

6. State **two** advantages of visual communication (2 marks)
- (i) _____

- (ii) _____

7. State **two** benefits that an organisation may derive from upward communication. (2 marks)
- (i) _____

- (ii) _____

8. Identify **two** possible causes of physical noise which may bar communication in an organisation. (2 marks)
- (i) _____

- (ii) _____

9. List **four** types of reports that are written in an engineering firm. (2 marks)
- (i) _____

- (ii) _____

10. Identify **four** skills that promote good customer care in an organisation. (2 marks)

- (i) _____

- (ii) _____

- (iii) _____

- (iv) _____

SECTION B (80 marks)

*Answer any **FOUR** questions from this Section.*

11. (a) Distinguish between interpersonal and intrapersonal communication. (4 marks)
- (b) Explain **four** ways in which Internet can be used as a means of communication in an organisation. (8 marks)
- (c) As chairperson, explain **four** roles you would play during a meeting to ensure its success. (8 marks)
12. (a) Explain the meaning of the following terms as used in communication;
- (i) etiquette;
- (ii) protocol;
- (iii) customer care. (6 marks)
- (b) write an essay of about 300 words on the topic, "The importance of insurance to investors". (14 marks)

14. (a) State **four** roles of reports in an organisation. (4 marks)
- (b) Explain **three** reasons that make it necessary to break writing into paragraphs. (6 marks)
- (c) The management of Pendo Works Limited has noted that unauthorized personnel have been gaining entry into the workshops. As the workshop supervisor, you have been required to write a memorandum to all workshop technicians requesting them to restrict access to workshops to only workshop staff. Write the memorandum (10 marks)
15. (a) Explain **three** considerations an interviewer makes at the preparation stage of an interview. (6 marks)
- (b) Explain the reasons that make it necessary to consider each of the following factors when selecting a medium of communication;
- (i) reliability of the medium;
 - (ii) confidentiality of the message. (4 marks)
- (c) As the secretary to the staff welfare Association in the organisation you work for, draft a notice inviting members for an annual general meeting. Include the agenda. (10 marks)
16. (a) Explain the **five** elements of the communication process. (5 marks)
- (b) State **five** ways through which the management of an organisation obtains feedback from its employees. (5 marks)
- (c) Explain the ways in which each of the following principles of effective communication may be portrayed in business writing;
- (i) Clarity;
 - (ii) Consideration;
 - (iii) Concreteness;
 - (iv) Correctness;
 - (v) Courtesy. (10 marks)