

SECTION A (32 marks)

Answer ALL the questions in this section.

1. State **three** benefits of good interpersonal relations in an organization. (3 marks)
2. Outline **three** uses of feedback in communication. (3 marks)
3. State **three** reasons why meetings are held in an organization. (3 marks)
4. List **three** types of interview formats. (3 marks)
5. List **three** items that may be filled in a telephone message form. (3 marks)
6. Give **four** advantages of using visual aids when communicating. (4 marks)
7. Outline **three** advantages of holding a meeting through videoconferencing. (3 marks)
8. Outline **four** ways in which a speaker may make a speech memorable. (4 marks)
9. State **three** circumstances under which a questionnaire may be used to collect information. (3 marks)
10. Rewrite the following sentences according to the instructions given.
  - (i) John bought the car last year.  
(Rewrite the sentence in the passive voice)
  - (ii) The thief was attacked by a \_\_\_\_\_ of bees when he tried to steal the hive.  
(Complete the sentence by inserting a collective noun)
  - (iii) The cost of sugar has \_\_\_\_\_ sharply. (raised, risen)  
(Complete the sentence with the correct word) (3 marks)

SECTION B (68 marks)

Answer ALL the questions in this section.

11. (a) Organizations get reports written on various aspects affecting their operations. Explain **four** reasons for writing such reports. (8 marks)
- (b) Dynamic Company Limited is planning to hold its Annual General Meeting (AGM) in a few months' time. As the secretary, write a notice convening the meeting and include the agenda. (8 marks)
12. (a) Explain **five** benefits of job selection interviews to employers. (10 marks)
- (b) Explain **four** reasons why a senior manager may prefer to communicate face-to-face with junior staff. (8 marks)
13. Fama Company Limited has advertised the post of Office Administrator in one of the local dailies. Assume you meet the requirements of the advertisement and write an application letter for the post. (16 marks)
14. Read the passage below and then answer the questions that follow.

Since 2016, there has been a housing glut in and around Nairobi. Ready developments have been sitting idle with no buyers. High-end residential estates that took millions to put up stand empty as developers, who hoped to make a good profit, accumulate debt they are unable to pay. While financiers, including banks, have engaged auctioneers in a bid to recover their money, the auctioneers too are having a hard time making a sale in a market that is slowing down. This is the sorry state of the property market in and around Nairobi.

Before 2016, property price growth was being supported by demand surpassing supply. Sectors such as commercial offices witnessed demand for top-notch office spaces especially from incoming foreign firms and workers. Since then, land and overall development costs in Nairobi have relatively increased. Poor infrastructure and lack of utilities that developers have to provide makes them incur costs which they pass onto the end-buyers pushing property prices up.

Despite the government reporting that the economy grew by 6.3 per cent in 2018, the cost of living has remained high affecting disposable income that would normally be directed towards real estate investments. This, coupled with lack of access to real estate financing for both buyers and developers, has hit the sector hard. Some firms are **relocating** to serene environments characterized by good infrastructure, utilities and amenities. Other firms are closing shop in Nairobi in a bid to scale back on foreign operations and relocating elsewhere, increasing the number of empty properties.

Lack of ease of doing business has also affected the property market negatively. The licensing and approvals by both the national and county governments have pushed up the cost of doing business. Coupled with corruption, this has pushed off investors who would have been interested in property. Besides, relatively high costs of financing, burdening tax laws and the interest rates cap law have constrained access to finance for developers and homebuyers. This state of affairs has put major property developers in a catch-22 situation where properties they have developed have been put up for auction after they have failed to settle loans. A number of high-profile developers are battling auctioneers in court after failure to service bank loans. These and other cases mean that there is a good number of homebuyers that risk losing homes that they have already paid for. For example, buyers of an estate in Athi River face eviction following a dispute between the developer and a bank.

To protect property investors and restore market confidence, there may be need for market price regulation. Policies can be **put in place** to ensure that all payments that homebuyers make go to the account that is being discharged to the bank. This may be necessary since it is the bank to release that particular property to the buyer. Besides, efficient land approval systems should be put in place to make the property acquisition process easier and less expensive thus driving away middlemen. Market players can also play a big role in restoring confidence in the market if they follow due process in land acquisition. In addition, they can improve the way they handle customers by having the necessary documents ready on time.

To **fast-track** the availability of affordable housing, the government should provide infrastructure in the form of access roads, sewer lines and water supplies sufficient to support multi-family developments. This is because developers are forced to foot budgets for construction of access roads, water piping or drilling, electricity connectivity, internet and security where they are not available. This increases the cost of property ownership, making the

dream of affordable housing unattainable to most Kenyans. If national and county governments can provide these, the cost of housing would stabilize and Kenya's housing deficit of over 200,000 houses per year would drastically go down.

*Adapted From : Daily Nation, Thursday August 15, 2019*

- (a) State the meaning of each of the following words and phrases as used in the passage :
- engaged;
  - relocating ;
  - pushed up;
  - put in place;
  - fast-track;
  - deficit.
- (6 marks)
- (b) In about 150 words and according to the passage, write a summary on the problems facing property developers and homebuyers in Kenya. (8 marks)
- (c) Mention two ways of pushing out middlemen from the property acquisition process. (2 marks)
- (d) Outline the main role the national and county governments can play to make housing affordable. (2 marks)