1501/201, 1503/201 1601/201, 1602/201 COMMUNICATION SKILLS

Oct./Nov. 2013 Time: 3 hours



## 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 TOTAL 10 5 7 8 6 3 Ouestion 1 2 SCORE Candidate's Score SECTION B TOTAL 15 16 12 13 14 11 Ouestion SCORE GRAND TOTAL Candidate's Score

This paper consists of 20 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.

Lee	State two activities which are carried out by a receiver of a message in the process of communication.	(2 marks)
	(i)	
	(ii)	
2,	State two advantages of using pie- charts in business communication.	(2 marks)
	(i)	
	(ii)	
3.	Explain the meaning of the term communication.	( 2 marks)
	(i)	
	(ii)	
4.	State two disadvantages of using Short Message Service (SMS) for communication organization.	in an ( 2 marks)
	(ii)	



You ha	ave been requested to write a report on the status of equipment in your organization.  (2 marks)
(i)	
(ii)	
Specify	y two situations that may necessitate the writing of a memorandum in an organization. (2 marks)
(i)	
(ii)	
Identify	y four ways in which horizontal communication may be practiced in an organization. (2 marks)
(i)	
(ii)	
Outline (i)	four details that should be included in a letter of application for a job. (2 marks)
(1)	
(ii)	
State tv	vo reasons for circulating the agenda of a meeting in advance. (2 marks)
(i)	
(ii)	
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10.	State	two reasons that make it necessary for organizations to send acknowledgement letters.  (2 marks)
	(i)	
	(ii)	
		SECTION B (80 marks)
		Answer any FOUR questions from this Section.
11	(a)	Punctuate the following passage.
		Its getting late weve got to put an effort to ensure were in Garissa in good time said Fundi. What do you mean asked Joe itll take us another two hours to complete what were doing here forget it remarked Fundi. (5 marks)
	(b)	List five components that constitute minutes of a meeting. (5 marks)
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	(c)	The post of the Production Manager at Pema Manufacturers Ltd. has fallen vacant.  As the Communications Manager write an advertisement for this position to be placed in the local dailies.  (10 marks)		
12	(a)	Distinguish between formal and informal communication. (4 marks)		



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	communication.	(10
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3	The management of the organization you work for encourages communication electronic media. Outline six steps that should be followed in the process of sending e-mail.	
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3.	(a)	Distinguish between the following stages in the process of communication.	easytvet.
2.	(u)	Distinguish octaveen the following stages in the process of communication.	(4 marks)
		(i) message encoding	
		(ii) message decoding	
	(b)	Explain the following types of reports.	(6 marks)
		(i) Production report.	
		(ii) Maintenance report.	



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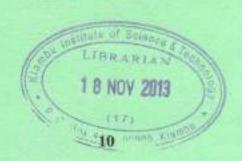
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Explain five circumstances under which written communication may be appropriate (c) in an organization. (10 marks) 14. (a) State four characteristics of effective Public Relations material. (4 marks) (b) The Workshop block of Wema Engineering Works Ltd was recently destroyed by fire. The Managing Director has requested you, the Manager, to investigate the matter, Assuming you have completed the investigations, write a report and make recommendations. (16 marks)

15. (a)	Explain four preparations made by an interviewer before the date of the interview.	(8 marks)
(b)	The management of Amka Ltd. prefers to use visual aids when making pre Explain four reasons that may account for this preference.	sentations. (8 marks)
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	(c)	Explain four benefits of effective communication in an organization.  (4 marks)
6.	(a)	Some organizations are reluctant to use notices as a means of communication.  Explain three reasons that may account for this reluctance. (6 marks)
	(b)	Explain three measures that may be taken by a Public Relations Officer to improve the image of the organization. (6 marks)



		(8 marks)
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