1501/201

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1602/201

COMMUNICATION SKILLS

June/July 2017

Time: 3 hours





THE KENYA NATIONAL EXAMINATIONS COUNCIL

CRAFT CERTIFICATE IN MECHANICAL ENGINEERING
(PRODUCTION OPTION)
(AUTOMOTIVE OPTION)
(WELDING AND FABRICATION OPTION)
CRAFT CERTIFICATE IN ELECTRICAL AND ELECTRONICS ENGINEERING
(POWER OPTION)
(TELECOMMUNICATION OPTION)
CRAFT CERTIFICATE IN BUILDING TECHNOLOGY

### MODULE II

COMMUNICATION SKILLS

3 hours

#### INSTRUCTIONS TO CANDIDATES

This paper consists of TWO sections; A and B.

Answer ALL the questions in section A and FOUR questions from section B in the answer booklet provided.

Maximum marks for each part of a question are as indicated.

Candidates should answer the questions in English.

This paper consists of 4 printed pages.

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

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Turn over

# 12. (a) Punctuate the following passage:

Yesterday evening following a heavy downpour roads were flooded Rosylne wondered how she would get home while at the office parking she considered leaving her car behind and using public means It may be easier she argued with her colleague alternatively I could request my husband to pick me up she said (4 marks)

(b) Explain three reasons that make it necessary to summarize written information.

(6 marks)

(c) Explain five factors that may hinder consensus building during a meeting. (10 marks)

13. (a) Explain three circumstances under which telephone communication may be most appropriate. (6 marks)

(b) Explain the role of each of the following sections of a formal report:

- (i) Heading procedures;
- (ii) findings;

(17)

(a)

(iii) conclusions. (6 marks)

Explain four advantages of using a word processor in business communication.

(8 marks)

List five qualities of a good Public Relations Officer.

(5 marks)

(b) Outline five duties of a chairperson during a meeting.

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(5 marks)

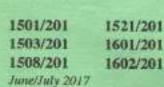
(c) Explain five guidelines that should be followed in designing an effective notice.

(10 marks)

 (a) In relation to communication, state six ways in which an employee may demonstrate ethics.

(b) Explain three benefits of diagonal communication. (6 marks)

 (c) Explain four interpersonal skills that may promote diplomacy in a communication situation. (8 marks)



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## SECTION A (20 marks)



Answer ALL the questions in this section.

- 1. Identify four principles of effective written communication. (2 marks)
- 2. List four oral methods of communication that may be used within an organization.

(2 marks)

- 3. State two disadvantages of presenting information in tabular form. (2 marks)
- 4 List four types of information that may be contained in the letterhead of a business enterprise. (2 marks)
- 5. Explain the meaning of the term public as used in communication.

(2 marks)

- 6. Outline two reasons that make it necessary for participants in a meeting to speak through the chairperson. (2 marks)
- 7. List four components of the terms of reference of an investigative report.

(2 mark

8. Explain the benefit that an employee may derive from an appraisal interview. places now by trades to down lives

(2 mark

State two problems that may arise from downward communication.

(2 marks)

10: State two advantages of using the Short Message Service (SMS) for communication in an organization. (2 marks)

# SECTION B (80 marks)

Answer FOUR questions in this section.

- Explain two ways through which each of the following barriers may be minimized during communication:
  - (i) prejudice;

(ii) distractions.

(8 marks)

(b) Uposi Engineers Limited recently purchased a machine with a one year warranty from a local supplier. The machine worked for only one week. Several calls have been made to the supplier to rectify the fault but no engineer has been sent to the firm. As the communications assistant, write a letter to the supplier requesting them to replace the faulty machine. (12 marks)

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- (a) Explain three measures that should be taken to ensure that a room is suitable for an interview. (6 marks)
- (b) Explain three benefits that an individual may derive from a good intrapersonal communication. (6 marks)
- (c) Most presentations at conferences are made using power point. Explain four reasons that may account for this practice. (8 marks)

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