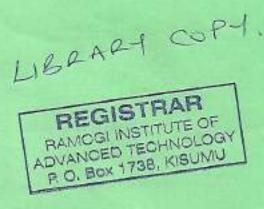
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COMMUNICATION SKILLS

June/July 2021 Time: 3 hours





THE KENYA NATIONAL EXAMINATIONS COUNCIL.

CRAFT CERTIFICATE IN MECHANICAL ENGINEERING
(PRODUCTION AND AUTOMOTIVE OPTIONS)

CRAFT CERTIFICATE IN ELECTRICAL AND ELECTRONICS ENGINEERING
(POWER AND TELECOMMUNICATION OPTIONS)

CRAFT CERTIFICATE IN WELDING AND FABRICATION
CRAFT CERTIFICATE IN CONSTRUCTION PLANT ENGINEERING
CRAFT CERTIFICATE IN BUILDING TECHNOLOGY

MODULE II

COMMUNICATION SKILLS

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of SIXTEEN(16) questions in TWO sections; A and B.

Answer ALL the questions in section A and any 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.

SECTION A (20 marks)

Answer ALL the questions in this section.

1.	State two types of information that may be communicated using a memorandum.		
Lun	Sor Till Carlot Average Control of the Control of t	(2 marks)	
2.	Outline two barriers to effective communication that may be caused by the receiver.		
3.	Outline two ways in which an interviewer may prepare for an interview.	(2 marks)	
		(2 marks)	
4.	List four categories of information that may be included in a curriculum vitae.	(2 marks)	
5.	Explain two circumstances under which a manager may prefer to issue oral instructions to an employee.		
		(2 marks)	
6.	Outline four reasons that make effective communication necessary in an organization	n.	
		(2 marks)	
7.	State four disadvantages of giving oral reports.	(2 marks)	
8.	Outline two situations when graphs may be used in communication.	(2 marks)	
9.	Explain the message that may be communicated by each of the following non-verbal cues during a conversation:		
	(a) Fidgeting;		
	(b) Nodding.		
-		(2 marks)	
10.	State two uses of paragraphs in essay writing.	(2 marks)	

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SECTION B (80 marks)

Answer any FOUR questions from this section.

		Answer any FOUR questions from this section.		
11.	(a)	Explain four reasons that make it necessary to prepare an agenda for a me	eting.	
			(4 marks)	
	(b)	You work as a supervisor at Jali Works Limited where employees have left the large numbers in the last three months. The Managing Director has requested investigate the matter and write a report. Assuming that you have completed the investigations, write the report.	company in you to	
			(16 marks)	
12.	(a)	Explain four differences between a business letter and a memorandum.		
			(8 marks)	
	(b)	Outline four ways in which an individual may enhance effective listening.		
			(4 marks)	
	(c)	James has been invited for an interview for the position of plant engineer at Engineering Limited. Explain four ways in which he may prepare to ensure the interview.	Mali success in (8 marks)	
13.	(a)	Explain each of the following terms applied in meetings:		
		(i) convenor, (ii) delegate;		
		(iii) constitution;		
		(iv) out of order.		
			(8 marks)	
	(b)	Outline four reasons that make managers prefers to use formal communicat	ion	
			(4 marks)	
	(c)	Explain four roles of the public relations department in an organization.	(4 marks)	
	(d) Outline four ways in which the internet may be used for communication in a			
		organization.	(4 marks)	

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- 14. Explain four consequences of calling a meeting on a short notice. (a) (8 marks) (b) Outline four benefits that an organization may derive from using Short Messaging Service (SMS) as a mode of communication. (4 marks) Explain four advantages of using visual aids when communicating. (c) (8 marks) 15. (a) Explain four ways in which the chairman of an interviewing panel may ensure that the best candidate is selected for a post. (8 marks) Explain four factors that a sender should consider when determining an effective (b) medium of communication. (8 marks) (c) State four benefits that an organization may derive from the use of grapevine communication. (4 marks) 16. Outline five objectives of holding meetings in an organization. (5 marks) (a) Explain five factors that may limit effective upward communication in an (b) organization. (10 marks) State five advantages of using written communication. (5 marks) (c)
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