

Name: _____ Index No. _____

1501/201, 1503/201

1601/201, 1602/201

COMMUNICATION SKILLS

Oct./Nov. 2013

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	11	12	13	14	15	16	TOTAL SCORE	
Candidate's Score								GRAND TOTAL

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.

1. 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 in an organization. (2 marks)

(i) _____

(ii) _____



5. You have been requested to write a report on the status of equipment in your organization. Outline **two** details that you would include in this report. (2 marks)

- (i) _____

- (ii) _____

6. Specify **two** situations that may necessitate the writing of a memorandum in an organization. (2 marks)

- (i) _____

- (ii) _____

7. Identify **four** ways in which horizontal communication may be practiced in an organization. (2 marks)

- (i) _____

- (ii) _____

8. Outline **four** details that should be included in a letter of application for a job. (2 marks)

- (i) _____

- (ii) _____

9. State **two** reasons for circulating the agenda of a meeting in advance. (2 marks)

- (i) _____

- (ii) _____



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)



- (b) Outline five steps that should be followed by a sender of a message to ensure effective communication. (10 marks)

- (c) The management of the organization you work for encourages communication through electronic media. Outline six steps that should be followed in the process of sending e-mail. (6 marks)



13. (a) Distinguish between 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.



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 presentations. Explain **four** reasons that may account for this preference. (8 marks)



1501/201, 1503/201
1601/201, 1602/201

Turn over

(c) Explain **four** benefits of effective communication in an organization. (4 marks)

16. (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)



