

1501/201      1521/201      1522/201  
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**COMMUNICATION SKILLS**

**June/July 2021**

**Time: 3 hours**



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**REGISTRAR**  
RAMOGI INSTITUTE OF  
ADVANCED TECHNOLOGY  
P. O. Box 1738, KISUMU

**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. (2 marks)
2. Outline **two** barriers to effective communication that may be caused by the receiver. (2 marks)
3. Outline **two** ways in which an interviewer may prepare for an interview. (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. (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)

SECTION B (80 marks)

Answer any **FOUR** questions from this section.

11. (a) Explain **four** reasons that make it necessary to prepare an agenda for a meeting. (4 marks)
- (b) You work as a supervisor at Jali Works Limited where employees have left the company in large numbers in the last three months. The Managing Director has requested you to investigate the matter and write a report. Assuming that you have completed the investigations, write the report. (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 Mali Engineering Limited. Explain **four** ways in which he may prepare to ensure success in the interview. (8 marks)
13. (a) Explain each of the following terms applied in meetings: (8 marks)
- (i) convenor;
  - (ii) delegate;
  - (iii) constitution;
  - (iv) out of order.
- (b) Outline **four** reasons that make managers prefer to use formal communication. (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 an organization. (4 marks)

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

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Kept for future reference

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