

**Demonstrate Communication Skills Level 4**

**2 Hours**

**March/April 2023**



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**WRITTEN ASSESSMENT**

**2 HOURS**

**INSTRUCTIONS TO CANDIDATE**

*This paper consists of **TWO** sections A and B.*

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

*Marks for each question are indicated in brackets.*

*Do not write on this question paper.*

*Answer the questions in **English**.*

**This paper consists of FOUR (4) printed pages**

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

## SECTION A (10 MARKS)

*Answer all questions in this section.*

1. Which of the following is an example of non-verbal communication? (1 mark)
  - A. Talking on the phone
  - B. Email
  - C. Waving
  - D. Texting on the phone.
2. Hearing, thinking and responding to another person's message is\_\_\_\_\_ (1 mark)
  - A. Active listening
  - B. Body language
  - C. Mixed message
  - D. Feedback
3. Which of the following is **not** an element of curriculum vitae? (1 mark)
  - A. Referees
  - B. Recommendation
  - C. Work experience
  - D. Executive summary
4. The following are factors to consider when selecting a channel of communication **except**\_\_\_\_\_ (1 mark)
  - A. Confidentiality
  - B. Noise
  - C. Distance
  - D. Geographical distance
5. All of the following are examples of verbal communication **except** \_\_\_\_\_ (1 mark)
  - A. Email
  - B. Telephone calls
  - C. Radio calls
  - D. Meetings

6. Which of the following non-verbal forms of communication shows that one is attentive? (1 mark)
- A. Asking questions
  - B. Fidgeting
  - C. Leaning back on a chair
  - D. Sitting upright
7. Which one of the following is a type of communication? (1 mark)
- A. Public relations communication
  - B. Feedback communication
  - C. Intrapersonal communication
  - D. Group communication
8. Putting yourself in another person's situation is referred to as \_\_\_\_\_ (1 mark)
- A. Empathy
  - B. Apathy
  - C. Sympathy
  - D. Courtesy
9. Television and video clips are electronic forms of \_\_\_\_\_ (1 mark)
- A. Communication
  - B. Visual communication
  - C. Telecommunication
  - D. Audio-visual communication
10. Which of the following is a component of minutes? (1 mark)
- A. Appendix
  - B. Reference
  - C. Preliminaries
  - D. Body

## SECTION B (40 MARKS)

*Answer **all** the questions in this section.*

11. List **four** receiver related barriers to communication. (4 marks)
12. Define the term encoding as used in communication. (2 marks)
13. List **four** ways through which business people can use Information Communication Technology to interact with their customers. (4 marks)
14. State **three** elements of a good paragraph. (3 marks)
15. Highlight **three** types of verbal communication. (3 marks)
16. Outline **five** disadvantages of mobile phones as a means of communication. (5 marks)
17. State **four** benefits of email to a business person. (4 marks)
18. Outline **five** ways in which feedback can lead to the growth of an organisation. (5 marks)
19. List **five** key differences between formal and informal communication. (5 marks)
20. State **five** types of interviews held in organizations. (5 marks)

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