

1901/203
COMMUNICATION SKILLS II
November 2022
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL
CRAFT CERTIFICATE IN SECRETARIAL STUDIES
MODULE II

COMMUNICATION SKILLS II

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of 14 (FOURTEEN) questions in TWO sections; A and B.
Answer ALL the questions in both sections in the answer booklet provided.
Candidates should answer the questions in English.*

This paper consists of 5 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 (32 marks)
Answer ALL the questions in this section.

1. List **four** punctuation marks that may be used in a sentence. (4 marks)
2. List **three** factors that may influence the choice of words that a sender may use. (3 marks)
3. State **three** reasons why a manager should use an appropriate volume level when addressing an employee. (3 marks)
4. List **three** reasons why a report may be written in an organization. (3 marks)
5. State **three** ways through which a presenter can make a speech interesting. (3 marks)
6. List **three** benefits of constructing grammatically correct sentences. (3 marks)
7. Outline **four** guidelines that a writer should follow when writing emails. (4 marks)
8. State **three** advantages of video conferencing. (3 marks)
9. Outline **three** types of sentences. (3 marks)
10. Replace the underlined words in each of the following sentences with one word. Do not rewrite the sentences.
 - (i) When the meeting is over, you must produce the accurate transcript of the main discussion that took place and the decisions made.
 - (ii) The next meeting of the Board is coming up soon. I must prepare the list of items to be discussed at the meeting.
 - (iii) The person who receives visitors at an organization must portray a good impression. (3 marks)

SECTION B (68 marks)
Answer ALL the questions in this section.

11. (a) Explain **four** challenges that a receiver may face when business reports are forwarded to him through WhatsApp. (8 marks)
- (b) Kuki Company Limited has a vacancy for the position of a secretary. Write an advertisement to be placed in the local dailies for this position. (10 marks)

12. In about 250 words, write an essay on 'The Importance of Giving Charitable Donations'.
(16 marks)
13. You work as a Customer Care Officer at Taji Bus Company. In the last six months, there has been a decline in the number of passengers using the bus services. The manager has instructed you to investigate the matter and write a report with recommendations. Assume you have completed the investigations and write the report.
(16 marks)
14. *Read the passage below and then answer the questions that follow.*

Mangroves can be found along much of Kenya's coastline, but the Lamu Archipelago is home to the largest intact mangrove forests in the northern coast of the country. Lamu County is home to over 60 per cent of Kenya's mangroves which are critical to coastal development and resilience.

Mangrove forests are the unsung allies in the climate change fight that offer a multitude of adaptation benefits. These little-known swamp forests found at the edge of tropical coastlines can absorb up to four times more carbon than a traditional rainforest on land. In addition, they offer protection from coastal erosion and flooding by absorbing the energy from incoming waves and rainstorms. Mangroves protect the fragile coastlines and communities as they are five times more cost-effective than man-made infrastructure in protecting coastal communities from tsunamis and storm surges. The muddy soils on which mangroves grow play a pivotal role in maintaining water quality by stabilizing sediments and filtering pollutants.

Mangroves are remarkably productive ecosystems. They offer traditional medicines for various ailments and are a key contributor to nature-based solutions such as water filtration and shore stabilization. They also provide building materials and are a source of fuel.

The number of people within Lamu is set to rise due to a fast-expanding population and the growth of tourism. This will pose an increase in demand for food supplies. Mangrove habitats support fishing livelihoods and are crucial to food security. They are breeding grounds for fish, and more than 20,000 small-scale fishermen are directly employed in the fisheries industry in Lamu. As an industry, fishing benefits from having well managed 'blue forests', enabling Lamu to have reliable food supplies for its growing population and offering employment, thus sustaining livelihoods.

Despite their immense value, mangrove forests are disappearing at an alarming rate. The forests are being cut down to make way for tourist developments, shrimp aquaculture and rice farms. Furthermore, mangroves are threatened by pollution and excessive exploitation for wood products. More than 40 per cent of the total mangrove area is now degraded, and this can lead to reduced biodiversity as mangroves are vital breeding and nursery grounds for fish and other marine life.

Degradation of mangroves is not only **depleting** the resources within its boundary but is also affecting the productivity of the county.

There is urgent need for rehabilitation, conservation and sustainable utilization of mangrove resources. Destroying mangroves has serious implications. The living creatures surrounding the mangrove forests release **massive** amounts of carbon in the atmosphere and oceans, aggravating the effects of global climate change. The carbon released by the living creatures is usually absorbed by the mangrove trees at the base of their exposed root systems. Thus, when the mangroves are destroyed, there will be nothing to absorb the carbon.

By government decree, Kenyan forests must be managed through approved management plans. For Kenya, The National Mangrove Ecosystem Management Plan 2017-2027 exists. However, site-specific management plans with strong community participation, particularly in mangrove forests, are lacking in most areas.

Non-governmental agencies are working with the government to restore, protect and conserve mangroves in Lamu. Currently, the agencies are working with women groups and the Kenya Forest Service to help establish Community Forest Associations (CFAs). CFAs are a key element in forest conservation and management in Kenya as they are formed by communities that live adjacent to forests. These communities use the forests sustainably to generate income and improve their livelihoods hence easing pressure on the forest areas.

Community participation can help improve the **policing** and protection of mangrove areas from human activities by strengthening ongoing community surveillance and enforcement mechanism. This will help to protect rehabilitated sites and control unregulated exploitation of mangroves. Eventually, there will be an increase in areas where reversed degradation and natural regeneration have occurred.

Adapted from: The East African, July 30-August 5, 2022.

- (a) State the meaning of the following words and phrase as used in the passage.
- (i) fragile;
 - (ii) pivotal;
 - (iii) cut down;
 - (iv) depleting;
 - (v) massive;
 - (vi) policing.
- (6 marks)
- (b) In about 150 words, and according to the passage, write a summary on the benefits of mangroves. (9 marks)
- (c) Highlight **three** reasons that lead to mangrove forest degradation. (3 marks)

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