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COMMUNICATION SKILLS

Oct./Nov. 2012

Time: 3 hours

Candidate's Signature: _____

Date: _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

CRAFT CERTIFICATE IN MECHANICAL ENGINEERING

(PRODUCTION OPTION)

(AUTOMOTIVE OPTION)

CRAFT CERTIFICATE IN ELECTRICAL AND ELECTRONICS

ENGINEERING

(POWER OPTION)

(TELECOMMUNICATIONS OPTION)

(INSTRUMENTATION 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 from section **B** on this question paper.

Maximum marks for each part of a question are as shown.

For Examiner's Use Only

Section	Question	Maximum Score	Candidate's Score
A	1 - 10	20	
B		20	
		20	
		20	
		20	
Total Score			

This paper consists of 12 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** benefits that an organisation may derive from effective internal communication. (2 marks)
2. Outline **two** effects of unwillingness to listen during the process of communication. (2 marks)
3. List **two** benefits of an organisation chart in relation to communication. (2 marks)
4. Identify **two** factors that a sender of a message may consider to determine the suitability of a channel. (2 marks)
5. List **four** methods of oral communication that may be used in an engineering firm. (2 marks)
6. State **two** situations when an engineer may find it necessary to use a mobile phone to communicate. (2 marks)
7. Outline **two** common features of grapevine messages. (2 marks)
8. Explain the meaning of the term 'body language' as used in communication. (2 marks)
9. State **two** ways in which a business letter may convey a positive impression of a company. (2 marks)
10. List **two** advantages of using the facsimile for business communications. (2 marks)

SECTION B (80 marks)

Answer any FOUR questions from this section.

11. (a) Distinguish between horizontal and diagonal communication. (4 marks)
- (b) Johnie Mambo has applied for the post of Workshop Technician in Tangazo Engineering Limited. As his referee, you have received a letter from the organisation requesting for information about him. Write the letter. (16 marks)

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12. (a) State **four** advantages of using intranet in an organisation. (4 marks)
- (b) Dressing is a very important aspect of non-verbal communication. Outline **three** factors a speaker may consider when choosing a dress to wear during a presentation. (6 marks)
- (c) Explain **five** reasons that make it necessary to hold a staff meeting in an organisation. (10 marks)
13. (a) State **four** ways in which a manager in an engineering firm may express etiquette to participants in a meeting. (4 marks)
- (b) Presentation of information in tabular form simplifies complex messages. Outline **four** guidelines that may be followed to make such communication effective. (8 marks)
- (c) Majority of staff in Pepe Engineering Works Limited have formed a habit of not replying to official communication. As the communication Assistant, write a memorandum to all staff reminding them of the importance of such replies. (8 marks)
14. (a) Explain **four** reasons for conducting exit interviews in an organisation. (8 marks)
- (b) Table 1 shows the sales of products A, B and C in Unique Engineering Limited for a period of four years.

Year	Product A (million Ksh.)	Product B (million Ksh.)	Product C (million Ksh.)
2005	10	8	6
2006	15	14	6
2007	19	11	8
2008	14	12	10

Table 1

Present the data in a bar chart. (12 marks)

15. (a) Explain the meaning of the following terms as used in communication:
- (i) protocol; (2 marks)
- (ii) diplomacy. (2 marks)

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- (b) The management of Supa Works Limited has noted with concern that there has been a decline in production for the past one year. As the communication Manager, you have been asked to investigate the matter. Assuming you have completed the investigations, write a report. (16 marks)
16. (a) Explain **five** advantages of using e-mail for communication in an engineering firm. (10 marks)
- (b) Most managers prefer to use formal communication when passing messages to employees. Explain **five** reasons to support this statement. (10 marks)

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