

Name: \_\_\_\_\_ Index No. \_\_\_\_\_ / \_\_\_\_\_

1501/201, 1503/201, 1521/201  
 1522/201, 1601/201, 1602/201  
**COMMUNICATION SKILLS**  
 Oct./Nov. 2014  
 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					TOTAL SCORE	GRAND TOTAL
Candidate's Score						

**This paper consists of 16 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. 'Sharing of meaning' is a very important aspect of effective communication. Explain the meaning of this statement. (2 marks)

(i) \_\_\_\_\_  
\_\_\_\_\_

(ii) \_\_\_\_\_  
\_\_\_\_\_

2. State two barriers of communication that may be associated with feedback. (2 marks)

(i) \_\_\_\_\_  
\_\_\_\_\_

(ii) \_\_\_\_\_  
\_\_\_\_\_

3. Identify four physical aspects that may be observed in an interviewee during an interview. (2 marks)

(i) \_\_\_\_\_  
\_\_\_\_\_

(ii) \_\_\_\_\_  
\_\_\_\_\_

4. State two advantages of holding staff meeting for all employees in an organization. (2 marks)

(i) \_\_\_\_\_  
\_\_\_\_\_

(ii) \_\_\_\_\_  
\_\_\_\_\_

5. Outline **two** problems that may arise if an organisation send out a written document that is incorrectly punctuated. (2 marks)
- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
6. State **two** advantages of visual communication (2 marks)
- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
7. State **two** benefits that an organisation may derive from upward communication. (2 marks)
- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
8. Identify **two** possible causes of physical noise which may bar communication in an organisation. (2 marks)
- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
9. List **four** types of reports that are written in an engineering firm. (2 marks)
- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_

10. Identify **four** skills that promote good customer care in an organisation. (2 marks)
- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_
- (iv) \_\_\_\_\_  
\_\_\_\_\_

**SECTION B ( 80 marks)**

*Answer any FOUR questions from this Section.*

11. (a) Distinguish between interpersonal and intrapersonal communication. (4 marks)
- (b) Explain **four** ways in which Internet can be used as a means of communication in an organisation. (8 marks)
- (c) As chairperson, explain **four** roles you would play during a meeting to ensure its success. (8 marks)
12. (a) Explain the meaning of the following terms as used in communication;
- (i) etiquette;
- (ii) protocol;
- (iii) customer care. (6 marks)
- (b) write an essay of about 300 words on the topic, "The importance of insurance to investors". (14 marks)

14. (a) State **four** roles of reports in an organisation. (4 marks)
- (b) Explain **three** reasons that make it necessary to break writing into paragraphs. (6 marks)
- (c) The management of Pendo Works Limited has noted that unauthorized personnel have been gaining entry into the workshops. As the workshop supervisor, you have been required to write a memorandum to all workshop technicians requesting them to restrict access to workshops to only workshop staff. Write the memorandum (10 marks)
15. (a) Explain **three** considerations an interviewer makes at the preparation stage of an interview. (6 marks)
- (b) Explain the reasons that make it necessary to consider each of the following factors when selecting a medium of communication;
- (i) reliability of the medium;
  - (ii) confidentiality of the message. (4 marks)
- (c) As the secretary to the staff welfare Association in the organisation you work for, draft a notice inviting members for an annual general meeting. Include the agenda. (10 marks)
16. (a) Explain the **five** elements of the communication process. (5 marks)
- (b) State **five** ways through which the management of an organisation obtains feedback from its employees. (5 marks)
- (c) Explain the ways in which each of the following principles of effective communication may be portrayed in business writing;
- (i) Clarity;
  - (ii) Consideration;
  - (iii) Concreteness;
  - (iv) Correctness;
  - (v) Courtesy. (10 marks)