

*Answer ALL questions in this section in the spaces provided after each question.*

1. Identify **six** elements of communication. (3 marks)

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2. Highlight **three** advantages of promoting upward communication in an organization. (3 marks)

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3. State **three** disadvantages for the use of closed questions during an interview. (3 marks)

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4. Highlight **three** benefits of using paperless filing system. (3 marks)

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5. State **five** purposes of writing a formal report. (5 marks)

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6. Highlight **three** benefits of good public relations in an organization. (3 marks)

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7. State **four** essentials of a valid meeting. (4 marks)

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8. Identify **four** limitations of office meetings. (4 marks)

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9. State **four** factors that promote grapevine communication in an organization. (4 marks)

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10. Identify **four** uses of memorandum in organisations. (4 marks)

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11. State **three** ways in which grapevine communication can be used effectively. (3 marks)

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12. Dressing plays a very important role in communication. Identify **four** factors to consider in choosing a dress during a presentation. (4 marks)

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13. Highlight **four** essential features of a notice. (4 marks)

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14. State **four** communication barriers that may be caused by the sender. (4 marks)

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15. Highlight **four** disadvantages of written communication. (4 marks)

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## SECTION B (45 marks)

Answer any **THREE** questions from this section in the spaces provided after question 20.

16. (a) Rewrite the following sentences correct the error in each.
- (i) The manager differed from his boss over who was responsible for the loss. (3 marks)
  - (ii) Either Jane or her colleague are to blame. (4 marks)
  - (iii) The students agreed to abide with the school regulations. (8 marks)
- (b) Explain how emotions may bar communication in both the encoding and the decoding stages of the communication process..
- (c) Explain **four** characteristics of an effective communication system. (8 marks)
17. (a) Write down the following sentences filling in the missing preposition:
- (i) He covered ----- eighty kilometres ----- a bicycle. (7 marks)
  - (ii) He has been visiting them ----- time ----- time. (8 marks)
  - (iii) I will have done it ----- five minutes.
  - (iv) He was angry ----- me ----- not visiting him. (8 marks)
- (b) Explain **four** guiding principles of writing a report. (8 marks)
18. (a) State **three** merits of using short message services (sms) for business communication. (3 marks)
- (b) You are the secretary of Faida Business Club . Draft a notice and an agenda for a forth coming Annual General Meeting (AGM) to be circulated to members. (12 marks)
19. (a) Identify **five** email etiquette to observe in business communication. (5 marks)
- (b) Explain the meaning of each of the following concepts as used in communication:
- (i) encoding; (2 marks)
  - (ii) decoding; (2 marks)
  - (iii) feedback; (2 marks)
  - (iv) distortion; (2 marks)
  - (v) Noise. (2 marks)
20. (a) Self analysis is a very vital aspect of interviewees' preparations for an interview. Identify **five** areas that it addresses. (5 marks)
- (b) Explain **five** consequences of the emergence of information communication technology on organisation communication. (10 marks)