



UGANDA BUSINESS AND TECHNICAL EXAMINATIONS BOARD

Business and Humanities Certificate Examinations

NOV-DEC SERIES

PROGRAMME

CCS, NCGC, NCSWA, NCHRM, NCPAM, NCAF, NCBA, NCPLM, NCCF, NCHIC, NCTH, NCSM, CPLM, NCRIM, NCLIS, NCICT, CEBM, CACF, CCEN, CCIS, CCOS, CRIM, CSIM, CPPM, CHRM, CREM, CPAM, CSWSA, CBS, CHIC

PAPER NAME

BASIC COMMUNICATION SKILLS

PAPER CODE

NCCS112/CCS1103/CPLM1106/CBCS1105/CBS1103/CHIC1103/CSIM1103/
CPPM1103/CRIM1103

YEAR I SEMESTER I

2 ½ HOURS

MONDAY, 2ND DECEMBER, 2019

INSTRUCTIONS TO CANDIDATES

1. This paper consists of **two** sections **A** and **B**
2. Section **A** is compulsory and carries **20** marks.
3. Section **B** consists of **six** questions. Answer only **four** questions from this section.
4. All questions carry equal marks.
5. All answers to each question should begin on a fresh page.
6. All answers and rough work should be done in the official answer booklet provided.
7. **Do not** write on the question paper.
8. Read other instructions on the answer booklet.

SECTION A – (20 MARKS)

Answer all questions in this section

Question One

- (a) Define **internal communication**. *exchange of information or messages within an organisation* (02 marks)
- (b) State **two** parts of a memo. *Heading, Date* (02 marks)
- (c) Outline **two** examples of formal letters used in organisations. *contract letter, job memo letter* (02 marks)
- (d) Define **grapevine**. *an informal communication system in an organisation e.g. rumors, gossiping and sharing information* (02 marks)
- (e) State **two** disadvantages of non-verbal communication. (02 marks)
- (f) Outline the first **two** stages of the communication process. (02 marks)
- (g) Identify **two** elements of a curriculum vitae (CV). *Personal information, Education background* (02 marks)
- (h) Define a **meeting**. (02 marks)
- (i) State **two** advantages of using internet as a medium of communication. *It helps to send messages to many people through* (02 marks)
- (j) List **two** parts of a report. *Title - written to, Date - from* (02 marks)

SECTION B – (80 MARKS)

Answer only four questions from this section

Question Two

Assume you are the manager of Kalulu Enterprises, and you have realised that your employees waste a lot of time in informal communication amongst themselves.

- (a) State **two** disadvantages of the type of communication in the above company. (02 marks)
- (b) Discuss **four** ways in which you can control this. (08 marks)
- (c) Using an illustration, explain the formal channels that your employees should use. (10 marks)

Question Three

- (a) Explain **four** situations that may require holding a meeting in an organisation. *annual report updates to the company (performance), opening meetings* (08 marks)
- (b) Assume you are a secretary in Grace Memorial Technical Institute and the Principal requests you to convene a meeting. Write a notice to all departmental heads to come for a meeting on the 13th December, 2019 in the boardroom beginning at 11.00 am. (12 marks)

Question Four

Mass Company Limited pinned up the following advertisement on its notice board.

WantedAssistant Data clerk.

QualificationCertificate in Business Administration.

ExperienceOne year.

Age Limit23 – 30 Years.

Other attributesHardworking and Computer Literate.

You intend to apply for the above post. Write;

- (a) A detailed Curriculum Vitae to accompany your application. (10 marks)
- (b) An application letter to the Human Resource Manager, P.O. Box 113, Kampala to reach him by 20th December, 2019. (10 marks)

Question Five

- (a) State **four** purposes served by a memo in an organisation. (04 marks)
- (b) Explain **three** disadvantage of non-verbal communication. (06 marks)
- (c) Assuming you are a secretary to your institution's Guild Council. Some cabinet ministers have failed to submit their budgets in time. Write a memo to them reminding them to submit the budgets within one week. Failure to do so will lead to loss of their jobs. (10 marks)

Question Six

- (a) Explain **three** characteristics of a good report. (06 marks)
- (b) Last week students at your institution had a strike and a lot of property was destroyed. This was due to;
 - Lecturers' continued absence.
 - Lack of water at the institution.
 - Poor meals.

Using a letter format, write a report to your principal indicating two findings and two recommendations. It should reach him/her not later than 20th December, 2019.

(14 marks)

Question Seven

- (a) State **two** reasons why organisations conduct interviews. (02 marks)
- (b) An applicant appeared for a face to face interview last week but failed because she did not conduct herself well during the interview;
- (i) Discuss **four** causes of her failure. (08 marks)
- (ii) Explain **five** ways in which she should have conducted herself during interviews. (10 marks)

END