UGANDA INSTITUTE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY
END OF SEMESTER I EXAMINATION ACADEMIC YEAR 2024/2025

DEPARTMENT	**:**	**MANAGEMENT**
YEAR OF STUDY	**:**	**ONE**
PROGRAM	**:**	**HEC-B**
COURSE	**:**	**COMMUNICATION SKILLS**
COURSE CODE	**:**	**HECEE 114**
DATE	**:**	**THURSDAY 12TH DECEMBER, 2024**
TIME	**:**	**9:00-12:00 HOURS**
DURATION	**:**	**3 HOURS**

INSTRUCTIONS:

i. This paper consists of **TWO** sections, **SECTION A & B**
ii. Answer **FOUR (4)** Questions in all.
iii. Section A is **COMPULSORY**, Answer any **THREE** questions from **Section B**
iv. Credit will be given for the use of relevant examples and illustrations.
v. Mobile phones are **NOT** allowed in the exam room.
vi. **DO NOT** write anything on this question paper, rough work should be done in the answer booklet and cancelled through.
vii. Start a new number on a new fresh page.

SECTION A (THIS SECTION IS COMPULSORY)

QUESTION ONE

a) Provide short answers for the following items
   i) Define the term **communication process**. **(02 Marks)**
   ii) Outline **two** examples of barriers to communication. **(02 Marks)**
   iii) Give **two** examples of visual aids which are used in public presentation. **(02 Marks)**
   iv) State any **two** forms of communication. **(02 Marks)**
   v) Differentiate between **internal** and **external** communication. **(02 Marks)**
   vi) State **two** challenges of using telephone as a means of communication **(02 Marks)**
   vii) I hope to get money and go to Jinja. (Begin if…….). **(02 Marks)**
   viii) For some months, jane remained on leave. (Rewrite ending with …. some time.) **(02 Marks)**
   ix) Outline **two** hindrances to successful negotiations. **(02 Marks)**
   x) State **two** basic items to be included when writing minutes. **(02 Marks)**

b) Polo Technologies company of Malowe lane P.0. BOX 9072, Mbale has advertised the vacant position of a site supervisor. They require applicants to possess, a certificate in software engineering, excellent communication skills and should not be below 20 years of age. Write an **application letter** to the Human Resource officer of the company using the given address. **(20 Marks)**

SECTION B (ANSWER ANY 3 QUESTIONS FROM THIS SECTION)

QUESTION TWO

Your brother has been shortlisted as one of the successful candidates to attend an interview for a job of Assistant Human Resource Officer which he recently applied for. He needs your assistance as he prepares himself for the occasion.

a) Discuss five preparations he needs to make for a successful event. **(10 Marks)**
b) Explain five ways in which he should conduct himself during the occasion. **(10 Marks)**

QUESTION THREE

The organization where you are employed has scheduled to hold a meeting over the coming weekend with all staff of production and sales departments on strategies of increasing sales.
As the company secretary;

a) Explain two preparations that you will make for the meeting. **(04 Marks)**
b) Write a notice inviting the concerned staff members to the meeting. **(16 Marks)**

QUESTION FOUR

The supervisor of a software firm where you work as an I.T specialist, has asked you to write a report about the causes of constant power shutdown being experienced in the organization. You have discovered that the buildings were poorly wired and insulation has won out in some sections. In view of this;
Write a simple **report** to the supervisor about the findings. **(20 Marks)**

QUESTION FIVE

You have been working as a consultant in media & communication for considerable number of years and now the Institute Secretary of UICT has approached you for some guidance on the forms of communication they can use in at UICT and also the most appropriate channels of communication. As a good communication consultant;

a) What any five (5) common different forms in communication you would recommend to UICT? **(10 marks)**

b) Explain to the Institute Secretary any five **(5)** factors they may consider at UICT when choosing the communication channels to use in their business **(10marks)**

QUESTION SIX

a) State four purposes served by a memo in an organization**.** **(04 Marks)**

b) Explain three disadvantages 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 SEVEN

You are scheduled to make a presentation to a large group of the final semester students at your institute about communication and work ethics, and you would want to use audio-visual communication in order to have a successful presentation. As an expert of communication;

a) Discuss **five** benefits of using the method of communication during your presentation. **(10 Marks)**

b) Explain **five** considerations which will make the aids effective**.** **(10 Marks)**

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