



# UGANDA BUSINESS AND TECHNICAL EXAMINATIONS BOARD

## Business and Humanities Certificate Examinations

### MAY-JUNE 2024 SERIES

#### PROGRAMME

NCSOM, NCRIM, NCAF, NCBA, NCHIC, NCPLM, NCPAM, NCICT, NCLIS, NCCF, NCSWA, NCTHM, NCHRM, NCCM, NCGC, NCICT-M, NCCM-M

#### PAPER NAME

BASIC COMMUNICATION SKILLS

#### PAPER CODE

NCCS112

YEAR I, SEMESTER I

2½ HOURS

WEDNESDAY, 15<sup>TH</sup> MAY, 2024

#### 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 rough work should be written in the official answer booklet provided.*
7. ***Do not** write anywhere on the question paper.*
8. *Read other instructions on the answer booklet provided.*

## SECTION A - (20 MARKS)

Answer all questions in this section

### Question One

- (a) Outline **two** types of communication. (02 marks)
- (b) Define the term **lie on table** as used in meetings. (02 marks)
- (c) List **two** parts of a business letter. (02 marks)
- (d) Choose the correct alternative from those in brackets.
  - (i) The thieves stole all the.....(equipment/equipments) (01 mark)
  - (ii) He is my.....(older/elder) brother. (01 mark)
- (e) Write the correct spelling of the following words;
  - (i) grateful (01 mark)
  - (ii) seperate (01 mark)
- (f) Define **noise** as used in Communication. (02 marks)
- (g) Give **two** types of meetings. (02 marks)
- (h) Define **non-verbal** communication. (02 marks)
- (i) State **two** types of listening in communication (02 marks)
- (j) Outline the **first** item on the agenda of a formal meeting. (02 marks)

## SECTION B - (80 MARKS)

Answer only four questions from this section

### Question Two

Your organization experiences barriers to effective communication and management has tasked you to design a communication process to solve the challenge.

- (a) Discuss **five** of such barriers. (10 marks)
- (b) Use a **diagram** to perform the task. (10 marks)

### Question Three

Last week, the disciplinary committee found you guilty of disrespecting the manager and not presenting your recent curriculum vitae.

- (a) Prepare the curriculum vitae. (10 marks)
- (b) Write an **apology** to the manager. (10 marks)

#### Question Four

It has been discovered that most of the students miss lessons. You have been instructed to write a memo to warn students on the consequences of their actions.

- (a) Prepare the document in the scenario. (14 marks)
- (b) Explain **three** benefits of using the document you wrote in 4(a). (06 marks)

#### Question Five

At the college where you have been elected as minister for education, you realized that academic excellence has declined.

- (a) Write a report to the registrar pointing out **three** reasons for the decline. (Use a letter format). (14 marks)
- (b) Explain **three** indicators that show that you prepared the good document in 5(a). (06 marks)

#### Question Six

The students' association at your institution is organizing for a handover ceremony to the newly elected leaders next month. The chairperson has asked you to invite all members for a meeting in the main hall at 4:00pm.

- (a) Write an agenda with **six** items for the meeting. (06 marks)
- (b) Write a **notice** inviting members. (14 marks)

#### Question Seven

At a recent workshop organized by your company, members failed to understand the guest speaker's speech.

- (a) Explain **five** causes of the challenge in the scenario. (10 marks)
- (b) Discuss **five** solutions to 7(a). (10 marks)

**END**

*CLAMP FORM*