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, 15TH 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.*

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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) greatful (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