
SUBJECT: COMMUNICATION
SUBJECT CODE: 1908/105
CLASS: CHRM 2013B
DATE: 1ST OCTOBER JUNE 2013
TIME: 2 ½ HOURS

INSTRUCTIONS:

This paper consists of FIVE Questions. Answer Any FOUR Questions.

- 1a) State two formats of writing letters (4 Marks)
- b) Outline five situations when disciplinary interviews may be held in n organization (5 Marks)
- c) Highlight five roles of participants in a meeting (5 Marks)
- d) Explain three purposes of communication in an organization (6 Marks)
- 2a) State four situations when downward communication may be used (5 Marks)
- b) Outline four forms of oral communication that may be used to pass information in an organization (4 Marks)
- c) Outline four measures that should be taken when preparing a room to make it suitable for an interview (4 Marks)
- d) Explain each of the following terms as used in meetings
- i) Agenda
 - ii) Quorum
 - iii) Convenor
 - iv) Delegate (8 Marks)
- 3a) Explain four advantages of written communication (4 Marks)

- b) The company you work for intends to relocate soon. As the Assistant Office Manager, write a letter to Simama Estate Manager enquiring about office space. (10 Marks)
- c) Describe the qualities of a good listener (6 Marks)
- 4a) You are the Welfare Manager at Jisaidie enterprise Limited. The employees are not provided with any welfare facilities. They have regularly complained and have consequently developed a negative attitude towards work. The general manager has asked you to carry out an investigation and write a report. Assuming that you have carried out the investigation, write the report including you recommendations (16 Marks)
- 4b) Outline four types of reports (4 Marks)
- 5a) Explain three instances when written communication may be used in an organization (6 Marks)
- b) Read the passage below and answer the question that follows. Write your answer in complete sentences and paragraphs.

Most families face several financial challenges. As a result of the challenges, many families are unable to save. There are several hints, however, that a family can consider to enable it to save. Among these hints is that little things matter and they should therefore look for little things that will save them big money over time. They must remember that even little things add up to something. Another important hint is that they should take out non-essentials from their shopping list. The family should consider whether there are any items in the list that they do not really need and cut them from the list. In addition, it is important to work as a team. Every family member must play a part to make saving successful.

A further important hint is to let their income grow. This can be done by adjusting a few activities. For example, adjusting visits to the hairdresser from two to once a month. Moreover, the family should be on the lookout for cost saving deals. Through the website, for example, they can compare prices before shopping. This saves money by shopping at several shops offering best prices each week.

In planning your income, admitting your mistakes is a further hint worth considering. When you overspend in one budget category, do not try to hide it from other family members. Admit the error and find a way of correcting it as living on a budget requires open communication. For a family that eats out once in a while, it is advisable to consider eating at affordable places. They should check for restaurants that have good offers during the week. Finally, look for other ways to add to your family income.

Despite financial constraints, saving can be one of the most amazing blessings to a family. This is because the family is able to secure their future and they have less stress.

Explain, according to the passage, the hints that a family should consider in order to save. (14 Marks)