



The Professional Body of HR Practitioners in Kenya

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SUBJECT: COMMUNICATION
SUBJECT CODE: 2908/104
CLASS: DHRM 2013
DATE: 31ST MAY 2013
TIME: 2 ½ HOURS

INSTRUCTIONS:

Answer Question 1 which is compulsory and any other TWO questions

Question 1

- a) As an assistant to the Administration manager you have been instructed by your boss to investigate the causes of increased use of stationery, which has become a huge economic cost for the organization. A report of the findings should be submitted to him in two weeks time. Using the short formal report format prepare the report to be presented to your boss. (20 marks)
- b) With the aid of examples explain FIVE communication barriers. (10 marks)

Question 2

- a) Two days ago, two of your staff got involved in a physical fight and in the process damaged some of the office equipment. The act was considered to be gross misconduct and the disciplinary committee has ruled that they have to be dismissed from the organization. As the head of the disciplinary committee write a dismissal letter to these employees. Address it to one of the employees. (provide a suitable letter heading) (10 marks)
- b) Explain the advantages of writing down the agenda of a meeting. (10 marks)

Question 3

- a) Explain FIVE types of interviews that can be conducted in organization. (10 marks)
- b) Explain the advantages of using visual aids such as videos, photographs or power point slides in an oral presentation. (10 marks)

Question 4

- a) Explain the benefits of using Information and communication technology (ICT) in modern offices. (10 Marks)
- b) Describe the NVC that should be employed by the Chairman in the company's Annual General Meeting (AGM). (10 marks)

