

UNIVERSITY OF DAR ES SALAAM



UNIVERSITY EXAMINATION

COLLEGE: HUMANITIES

DEPARTMENT: CENTRE FOR COMMUNICATION STUDIES

COURSE CODE & TITLE: CL 111 COMMUNICATION SKILLS FOR ENGINEERS

ACADEMIC YEAR & SEMESTER: 2021/2022 SEMESTER II

YEAR OF STUDY: I

DATE:

TIME:

INSTRUCTIONS:

1. This examination paper consists of **10** printed pages with questions divided into two sections – **Section A** (30 marks), and **Section B** (30 marks).
2. Answer **ALL** questions in **Section A** and **Section B**.
3. All the answers must be written in the spaces provided.
4. Unauthorised materials and gadgets, storage capabilities such as mobile phones, smart watches, pagers, and programmable pocket calculators are **NOT** allowed in the examination venues.

CANDIDATE'S NUMBER

DO NOT WRITE YOUR NAME ANYWHERE ON THIS EXAM PAPER

UNIVERSITY OF DAR ES SALAAM

CL 108 University Examination, 5th July 2022



GENERAL

For Examiners'
Use Only

Q	I.E	E.E
1		
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**DEGREE OR OTHER AWARD
REGISTERED FOR**

(e.g. B.A. LL.B. etc.)

SUBJECT OF EXAMINATION COMMUNICATION SKILLS

PAPER

CL 111

YEAR OF STUDY

(e.g. I. II. III. IV or V)

INSTRUCTIONS TO CANDIDATES

1. Time allocated for this exam is 3 hours.
2. This paper consists of two sections: Section A: (30 marks), Section B: (30 marks).
3. Answer all questions in Section A and Section B in the spaces provided.
4. Follow the instructions given for each question carefully.
5. All answers must be written in this question paper. No loose sheets will be accepted.
6. In no circumstances must questions papers, used or unused, be removed from the examination room by a candidate.
7. Unauthorised materials and electronic gadgets with storage capabilities such as mobile phones, smart watches, pagers, and programmable calculators are **NOT** allowed into the examination room.
8. This examination paper consists of **10** printed pages (including this page).
9. Write your registration number on each page of this examination paper.

Insert here the numbers of the Questions you have answered

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SECTION A (30 marks)

1. Read the following extract and then by using outline method, make notes on five things to consider before enrolling in a college. **(4 marks)**

A tertiary education is an investment for future. It is giving three to five years of your life towards what you will eventually do with your life and for many of you; your journey begins right after O level. Therefore, you need to make this decision wisely. Here are some of the points to help you make informed decisions about the college you want to enrol in.

Before choosing a college, you should first know what you want to study. Check the list of colleges and universities and select the ones that meet your requirement. You may also want to find out about the location of your campus. Would you rather be close to home or do you want to be far away and as independent as possible? It is also best to find out as much as you can about housing before you decide on an institution of higher learning to reduce any hassle later. Some colleges offer on-campus accommodation or will help you look outside accommodation. Last but not least, make sure you have the finances to see you through your studies as college education can be expensive.

2. Prepare a reference list using the following information based on APA referencing style. **(6 marks)**

- i) New York: Cambridge University Press in. Hornstein, N. et al. (2005). Understanding Minimalism
- ii) (2002). "Verbal Extensions in Bantu: The Case of Swahili and Nyamwezi." *Africa and Asia*. 2, 4-26. Lodhi, A.
- iii) Delhi. 2009. NEW Age International. Business communication. Priya, A , Bisen V

2. After each statement, indicate which route of communication is being defined or discussed. Use only one word. **(5 marks)**

S/N	Statement	Route
i)	Heads of department from different UDSM departments exchanging ideas among themselves during the annual UDSM HoD meeting.	
ii)	The management has decided to sack one of the workers in finance department. The information reaches to other workers even before it is announced officially	

iii)	A notice pinned on the wall to warn people of the possibility of an earthquake.	
iv)	The head of department shares sensitive information with the VC without routing it to the school dean	
v)	The safety department circulates a manual to workers about how to operate a fire extinguisher.	
vi)	A secretary overhears the conversation among the top management and shares the information with a colleague in another department.	
vii)	The risk management head investigates a matter in the emergency room and submits a formal report to the CEO	
viii)	The CEO of TBC visits Azam Media and on his way back, he calls a meeting with his management team about the techniques of improving live streaming coverage.	
ix)	The vice-president sales department sends an email to the vice-president of manufacturing asking when a product will be available for shipping	
x)	The management communicates to the newly employed staff their job description and performance standards	

5. For each of the following statements, provide an answer that best captures the explanations provided.
(7.5 marks)

i	Customers were gathered at a newspaper's vendor spot moving their eyes across the displayed local newspapers. the customers were doing a type of reading called?	
ii	Over the weekend, Paulina reads Shakespeare's novels around DUCE play field. Paulina does a type of reading known as	
iii	In a seminar presentation, the seminar leader does a type of listening known as	
iv	The form of notes that can best capture statistical information are	
vii	The ability to pay attention to, and effectively interpret what other people are saying is called	
viii	A form of speech that most motivational speakers make use of	
ix	Shaking, sweating, squeaky voice are common symptoms in Public presentation of an aspect know as	
x	In a village meeting, you were invited, as a learned person from the	

	village, to say a word to the villagers. you made a type of presentation known as	
xi	A type of reading strategy highly recommended to be used by students in higher learning institutions is abbreviated as	
xii	A form of presentation that is used for instance by the minister of education presenting a policy change to stakeholders is called	
xii	A discourse device that allows readers to connect what is in the text and what is in their minds for the readers to make correct guesses	
xiii	Listening during a lecture session refers to a type of listening called	
xiv	A note taking method that involve listing or highlighting ideas presented in the form of headings and subheadings	
xv	In the following italicized words, the misplaced one is? <i>complaint, termination, offer, personal, application</i>	

6. Define the terms provided below, as they are used in business CL 111. Strictly keep to the space given.

(9 marks)

- i) Familiarity trap
- ii) Proxemics
- iii) Noise
- iv) Technical communication
- v) Writers block
- vi) Inferences

SECTION B: (30 marks)

7. The following is a letter written by a University of Dar es Salaam student taking Bsc. in Civil Engineering applying for internship position. Identify its mistakes by rewriting it correctly using the space provided. (4 marks)

unknown known
P.o.Box 34
Mwanza

Hello Madam
General Manager of HK Road Constructors,
P.O.Box 35091
Mwanza
Tanzania

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Managing Director,
P.O.Box 35091
Mwanza
Tanzania

Refer: internship position at HK

How are you madam? On my side, I am doing fine and so is my parents. I am Unknown Known. I study at Udsm Bsc. Civil Engineering, I am in first year. My brother who works in your company informed me that there a chance to apply for work. You know what, we have finished our first semester and I am just at home doing nothing. My parents are poor they don't have money to spend on me for this time. Please, please madam help me, I am in need of the chance. I hope you will call me just after reading this letter to come and start and I will be waiting for you.

You sincere,
Unknown Known

8. As a student who has just finished CL 111 course, briefly explain what an audience should do before a lecture presentation, during a lecture presentation and after a lecture presentation so that he/she may end up with better notes. (6 Marks)
- a) Before the presentation
 - b) During the presentation
 - c) After presentation
10. During their seminar presentation, group 7 work was termed 'a plagiarized work'. As an academician what do you think were the three major errors that group 7 did and how would you advise them avoid such errors in the resubmission of the seminar presentation? (10 marks)
11. At the heart of public presentation, audience analysis is one of the core component. With an example for each explain five important aspects to consider while making an audience analysis. (10 marks)

Answers for question 11

CANDIDATE'S NUMBER

