

ALL DIPLOMA PROGRAMMES

LEVEL 6 YEAR 1 EXAMINATIONS

FINAL INTEGRATED SUMMATIVE EXAMINATION

SITTING: NOVEMBER/DECEMBER 2025

SUBJECT: COMMUNICATION SKILLS

TIME ALLOWED: 3 HOURS TOTAL MARKS: 100

PASS MARK: 50

INSTRUCTIONS TO CANDIDATE:

1. Write your examination number and your National Registration Card Number on your answer booklet provided. Ensure you append your signature in the space provided on the answer booklet.
2. Write your ANSWER SCRIPT SERIAL NUMBER on the entry slip and Examination Register provided.
3. There are TWO (2) Sections in this paper sections A and B.
4. Attempt **ALL questions** in Section A.
5. Attempt **THREE (3) questions** in Section B.
6. Cell phones and programmable calculators are not allowed in the Examination room.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

SECTION A – Attempt ALL the questions in this section **(40 MARKS)**

QUESTION 1

Referencing and citation are important aspects of academic writing. They help show the reader that you have done your research and acknowledge the intellectual property of the original source of your information.

(a) State four (4) components of a reference entry. [4 marks]

(b) Outline two (2) differences between an in-text citation and a reference. [4 marks]

(c) Arrange the following reference entries in the correct order as they would appear in the bibliographic entry.

(i) Essential study skills. 3rd Edition. Macmillan. Thomas, J (2012). London: [2 marks]

(ii) Edinburgh University Press. Rogers, Etal. Beginner's guide to referencing. Edinburgh: (1994) [2 marks]

(TOTAL 12 MARKS)

QUESTION 2

Taonga is a first-year student pursuing a Diploma program at Luska Business and Technical College. Of late, she has been having problems with various aspects of her schoolwork which has caused a significant drop in her grades. She finds it hard to pay attention in class as well as during her personal study time. She also complains that most of her course work is too bulky and therefore hard to commit to memory.

(a) Define the following terms with regards to study skills

(i) Prose writing. [1 mark]

(ii) Skimming. [1 mark]

(b) Identify four (4) study skills that Taonga can utilize to help her learn more efficiently [4 marks]

(c) State four (4) examples of how the study skills mentioned in (a) above can help Taonga in her studies. [8 marks]

(TOTAL 14 MARKS)

QUESTION 3

Makesh Limited, a multinational corporation from India recently opened a branch in Zambia as a way of extending their business operations. The company has come with its own specialists who do not understand the local language and are unfamiliar with many cultural aspects of Zambia. Furthermore, the staff members are having difficulty resonating with the company's autocratic management style and organizational hierarchy.

(a) Identify four (4) major communication barriers likely to be faced at Makesh Limited [4 marks]

(b) Construct strategies that can be used by the members of the organization to overcome the barriers mentioned in (a) above [8 Marks]

(c) Show how the concept of open communication would be helpful in such an organization. [2 marks]

(TOTAL 14 MARKS)

SECTION B – Attempt three (3) questions in this section. **(60 MARKS)**

QUESTION 4

Imagine you are the Operations Manager at Maulrey and Co. limited. The organization recently changed its policy on working hours from 8 to 9 hours a day. This is to maximize production and meet daily targets. All employees will therefore be required to work from 08:00 to 17:00hrs. The new work schedule will begin on 1St June 2025 and will attract an overtime allowance of 10% of each employee's basic salary.

Task

Write a memorandum informing all employees about this new change in policy.

(TOTAL 20 MARKS)

QUESTION 5

You are the head of the Engineering Department at your place of work. Peter, one of the Technologist in your department has been consistently displaying poor behavior at work. He reports for work late, gets into unnecessary conflicts with his colleagues, exhibits insubordination and most recently was found drunk on the job. Despite undergoing counseling and being given two verbal warnings, Peter's behavior does not seem to be improving.

Task

Write a letter warning Peter about his behavior stating the consequences should he not change his conduct at work. Invent all necessary details.

(TOTAL 20 MARKS)

QUESTION 6

Meetings are an essential aspect of organizational communication. They help managers share important information, make key decisions and solve organizational problems through dialogue.

(a) Define the following terms with regards to meetings

(i) Seconder. [1 mark]

(ii) In camera. [1 mark]

(iii) Opposer. [1 mark]

(iv) Deadlock. [1 mark]

(v) Eject. [1 mark]

(b) State any five (5) types of formal meetings that can take place in an organization. [5 marks]

(c) Through writing, illustrate five (5) main types of voting forms used during formal meetings. [10 marks]

(TOTAL 20 MARKS)

QUESTION 7

An interview is a structured conversation where questions are asked and answered. It helps the interviewer gather a wide range of information depending on the purpose of the dialogue.

(a) List five (5) sources of information on job opportunities. [5 marks]

(b) State the five (5) major headings interviewers look for in a CV. [5 marks]

(c) Explain the primary purpose of each of the following types of interviews.

(i) Job interview. [2 marks]

(ii) Evaluation interview. [2 marks]

(iii) Conflict resolution interview. [2 marks]

(iv) Termination interview. [2 marks]

(v) Disciplinary interview. [2 marks]

(TOTAL 20 MARKS)

QUESTION 8

You are the president of the student union at your college. Some students at your institution were recently admitted to hospital due to food poisoning caused by meals they had consumed from the school cafeteria. The principal has asked you to investigate this development and present your findings with recommendations.

Task

Generate a report using the schematic format to present to the principal.

(TOTAL 20 MARKS)