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TEVETA

Technical Education Vocational and Entrepreneurship Training Authority

DIPLOMA IN PRODUCTION AND OPERATIONS MANAGEMENT

LEVEL 6 EXAMINATIONS

FINAL INTEGRATED SUMMATIVE EXAMINATIONS

SITTING: APRIL/MAY 2026

SUBJECT: BUSINESS COMMUNICATION.

TIME: THREE (3) HOURS **TOTAL MARKS: 100**

PASS MARK 50

INSTRUCTIONS TO CANDIDATE:

1. Write your Examination number and National Registration Card number on the answer booklet provided. Ensure to append your signature in the space provided on the answer booklet.
2. Write your answer SCRIPTS SERIAL NUMBER on the examination register provided and on the entry slip.
3. There are TWO (2) sections in this paper. Section A and B.
4. Section A is Compulsory and BOTH questions MUST be attempted.
5. Attempt any three (3) questions of your choice from Section B.
6. All questions carry equal marks.
7. 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 **[40 MARKS]**

There are two questions in this section. Answer both questions.

QUESTION 1

Meeting Proceedings

The meeting started at 10:00 hours. The Chairperson welcomed all members and thanked them for their commitment to community health. He particularly acknowledged Sister Mary Mwansa for allowing the committee to use the health post facilities.

Apologies were received from:

- Mr. Joseph Musonda (Ward Councillor) - attending a Council meeting
- Mrs. Margaret Banda (Chairperson, Chibolya Market Cooperative)

The minutes of the previous meeting held on 15th December 2025 were read and confirmed as a true record. There was one correction: under Action Items, the deadline for the community health survey should have been 31st January 2026, not 30th January 2026.

The Chibolya Community Health Committee held its quarterly meeting on 15th March 2026 at Chibolya Health Post. Present at the meeting were:

- Mr. James Banda (Chairperson)
- Ms. Grace Phiri (Secretary)
- Sister Mary Mwansa (Senior Nurse, Chibolya Health Post)
- Headman Moses Mwape (Traditional Leader)
- Mrs. Esther Tembo (Community Health Volunteer)
- Mr. Peter Mulenga (Youth Representative)
- Ms. Charity Zulu (Secretary, Chibolya Women's Club)

Adjournment: The meeting ended at 12:30 hours with a vote of thanks from Headman Mwape.

Matters arising from previous minutes:

- The community health survey was completed on time. Results show that 65% of households in Chibolya have at least one member who listens to the Insaka Ya Bumi radio program. However, only 30% of listeners have visited the health post for HIV testing. Sister Mary Mwansa reported that the health post will conduct a community outreach in April to encourage testing.
- The application for funding from the Constituency Development Fund (CDF) was submitted on 10th February 2026. The committee is still awaiting feedback.

Agenda Item 1: Update on Insaka Ya Bumi Radio Program

Mr. Banda reported that the radio program continues to air every Wednesday at 19:00 hours on Radio Phoenix. Mrs. Tembo noted that some community members in the deeper parts of Chibolya struggle to receive the signal clearly. Sister Mary suggested that the committee

explore the possibility of having the program re-broadcast through megaphones mounted on a vehicle, like the "VBS Micro" community mobilisation approach used during polio campaigns.

Date of next meeting: The next meeting was scheduled for Saturday, 17th May 2026 at 10:00 hours, same venue.

Resolution: The Secretary was directed to write to the Ward Councillor requesting the use of the Council's public address system for community mobilisation and re-broadcasting of key health messages once per month. Deadline: 31st March 2026.

Agenda Item 2: Family Planning Outreach

Ms. Zulu, representing the Chibolya Women's Club, reported that many women in the community are interested in family planning but face resistance from their husbands. Headman Mwape observed that some men believe family planning is "un-Zambian" and against traditional values. Sister Mary explained that the Ministry of Health promotes family planning as essential for maternal and child health. She offered to organise a men's engagement session at the next community baraza (open meeting).

Agenda Item 3: A.O.B.

- Mrs. Tembo raised concern about children playing near the health post's waste disposal area. Sister Mary assured the committee that the waste disposal area is fenced, but she will remind the health post staff to ensure the gate is always locked.
- The Chairperson reminded members that the committee's office term expires in June 2025. The committee needs to plan for elections at the next meeting.

TASK:
As an appointed Secretary of the Chibolya Community Health Committee, you are required to write the minutes of the quarterly meeting held on 15th March 2026 in line with the standard format for official minutes. **(20 marks)**

QUESTION 2

You are a business development officer for Zambeef Products PLC, one of Zambia's largest food processing and retailing companies. The company has its headquarters in Lusaka's industrial area, with processing plants in Choma and Ndola, and retail outlets (ZamChicken and ZamButcher shops) across all provincial centres.

For the past month, you have received an increasing number of complaints from employees at the Choma and Ndola processing plants. The main complaint is the delay in the monthly communication of shift schedules. The schedules, which determine whether an employee works mornings, afternoons, or nights, are currently being posted on the Friday

evening *before* the Monday they start. This gives employees, many of whom rely on public transport or need to arrange childcare, very little time to plan their week.

The problem stems from the current system where all shift schedules are finalized by the plant supervisors, sent via email to the Lusaka head office for "final approval" from the Production Director, and then emailed back to the supervisors for printing. The approval in Lusaka is often delayed, causing the entire process to stall.

You have already had informal discussions with the Production Director, Mr. Kelvin Phiri, and he agrees the system is inefficient. You have decided on a new, streamlined process to solve this problem.

TASK:

You are required to write a MEMO to be sent to all Plant Supervisors at the Choma and Ndola plants. **(20 marks)**

SECTION B [60 MARKS]

There are five (5) questions in this section. Answer any three questions of your choice.

QUESTION 3

In organizations, poor communication between supervisors and subordinates has led to delays in communication flow and conflict among staff.

a) Define communication flow. (2 marks)
b) Describe **three (3)** types of communication flow. (6 marks)
c) Explain **four (4)** practical ways to improve communication flow and reduce conflict. (12 marks)

Total (20 marks)

QUESTION 4.

Mukuba Pension Scheme, which serves mineworkers across the Copperbelt Province, needs to educate its members about a new voluntary contribution option. Members include retired miners in Chililabombwe, active miners in Mufulira, and widows of deceased miners in Kitwe. Many members have limited formal education.

a) State the **"5 C's** of communication" in relation to the scenario above. (5 marks)
b) Explain the concept of "knowing your audience" when designing an appropriate communication approach for each group of pension scheme members. (5 marks)
c) Describe **five (5)** ways in which you would use "active listening" when conducting face-to-face meetings with retired miners in Chililabombwe. (10 marks)

Total (20 marks)

QUESTION 5

Trade Kings Zambia, one of the largest manufacturing companies in Central Africa, has been operating in Zambia since 1995. The company manufactures and distributes well-known household brands including Boom Detergent, Brite Bleach, and Pure Oils. Their headquarters are located along the Great North Road in Lusaka.

Trade Kings has advertised a vacancy for a Marketing Assistant in their Fast-Moving Consumer Goods (FMCG) division. The company is looking for a recent graduate or early-career professional who can support their marketing team in executing campaigns, conducting market research, and coordinating with distributors across Zambia's ten provinces.

The Job Advertisement:

VACANCY: MARKETING ASSISTANT – TRADE KINGS ZAMBIA

Location: Lusaka Head Office

Reporting to: Marketing Manager

Key Responsibilities:

- Assist in developing and implementing marketing campaigns for household brands
- Conduct market research in Lusaka and provincial markets to understand consumer preferences
- Coordinate with distributors in Copperbelt, Southern, and Eastern provinces
- Support the planning of promotional events and trade fairs
- Prepare weekly reports on campaign performance and competitor activities
- Manage social media content for company brands

Qualifications and Experience:

- Full Grade 12 School Certificate with five credits including English
- Diploma in Marketing, Business Administration, or related field from a recognized Zambian institution.
- Minimum one year of internship or work experience in marketing or sales (fresh graduates with strong internship records may apply)
- Proficiency in Microsoft Office applications (Word, Excel, PowerPoint)
- Knowledge of social media platforms for business (Facebook, Instagram, LinkedIn)
- Valid driver's licence is an added advantage

Personal Attributes:

- Excellent written and verbal communication skills in English
- Ability to work under pressure and meet deadlines
- Willingness to travel to provincial markets when required
- Creative thinking and problem-solving abilities
- Strong interpersonal skills for working with diverse teams

How to Apply:

Submit your application letter, CV, and certified copies of academic certificates to:

The Human Resources Manager

Trade Kings Zambia

P.O. Box 31082

Lusaka, Zambia

Or email: careers@tradekings.co.zm

Closing Date: 21st April 2026

You saw this advertisement on GoZambiaJobs.com .

TASK:

You are required to write a formal job application letter to the Human Resources Manager at Trade Kings Zambia. **(20 marks)**

QUESTION 6

You are an intern in an organization. Your position requires you to work with external clients. Your supervisor has asked you to write a report on a client who has been complaining about the unsatisfactory service he has received on the lengthy time it has taken for her to receive her consignment. She has also complained that the goods she received were not the correct size or colour she had ordered. Your supervisor has asked you to ensure the report uses correct technical terms.

a) State **four (4)** technical terms used in your profession. (4 marks)

b) Draft the report as requested by your supervisor. (16 marks)

Total (20 marks)

QUESTION 7

You are preparing a research paper on "Mental Health Awareness among Adolescents." Your instructor has advised you to use the library, prepare a reference list, and include a bibliography.

a) State **two (2)** differences between a reference list and a bibliography. (4 marks)

b) For the following sources, compile a reference list in APA format:

1. A book titled *Youth and Mental Health* by L. Phiri, published in 2020 by Lusaka Mental Health Press. (4 marks)

2. An article by M. Chileshe (2021), titled "Stress Management in Zambian Schools," published in the *Zambia Journal of Counselling*, Vol. 5(1), pp. 12–24. (4 marks)

c) Explain **four (4)** reasons for using catalogues to find reliable sources for academic writing. (8 marks)

Total (20 marks)