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TEVETA
Technical Education, Vocational and Entrepreneurship Training Authority

DIPLOMA IN PRODUCTION AND OPERATIONS MANAGEMENT

LEVEL 6 YEAR I EXAMINATIONS

FINAL INTEGRATED SUMMATIVE EXAMINATIONS

SITTING: NOVEMEBR/DECEMBER 2025

SUBJECT: BUSINESS COMMUNICATION

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

PASS MARK 50

INSTRUCTIONS FOR 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, answer all questions.**
5. **Attempt any three (3) questions of your choice from 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 **40 marks**

Answer both questions in this section.

QUESTION 1

You work as an intern at BizTech Company Ltd. While there, you notice that poor communication between staff members and management is affecting work delivery in the organization. You are required to write a memorandum to your supervisor proposing regular team meetings to improve communication. **(20 marks)**

QUESTION 2

You are writing two different letters: one to the Ministry of Community Development requesting support for vulnerable children, and another to a peer requesting collaboration on community outreach.

a) Explain **two (2)** differences between formal and informal letters. (4 marks)

b) Write a letter to the Ministry requesting psychosocial materials and resources. (16 marks)

Total (20 marks)

SECTION B **60 marks**

Answer three questions from this section.

QUESTION 3

You are preparing an academic paper on effective communication within an organization. Your supervisor requires you to submit a bibliography and demonstrate how you used printed resources. You are required to prepare a bibliography using APA format with **four (4)** sources. (20 marks)

QUESTION 4

You are conducting a project in which you need to summarise large chunks of text. You need to write accurate case notes and make appropriate references, based on what you have read in your textbooks and manuals.

a) Define intensive reading. (2 marks)

b) Explain **three (3)** differences between skimming and scanning. (6 marks)

c) Explain **six (6)** benefits of intensive reading for a college student. (12 marks)

Total (20 marks)

QUESTION 5

You have been assigned to support a group of adolescents who recently lost their caregivers. In this organization, your duties include preparing reports to be presented to the supervisor.

a) Describe **two (2)** types of reports. (4 marks)

b) Write a schematic report based on research you caried out on the challenges faced by children who lose their caregivers. (16 marks)

Total (20 marks)

QUESTION 6

Communication is the process of relaying information between the sender and the receiver. For a communicator to complete effective communication, stages of the communication cycle should be fulfilled. With the aid of a diagram, explain the communication cycle. **(20 marks)**

QUESTION 7

A distressed client arrives at your center and begins shouting due to frustration with delays in service. Meanwhile, your supervisor gives you clear instructions to handle the client calmly and document the incident.

a) Describe **five (5)** active listening techniques you would use to calm the client. (10 marks)

b) To be an effective communicator, one must develop good speaking qualities and skills. Outline **five (5)** qualities of a good listener. (10 marks)

Total (20 marks)