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DIPLOMA IN DATA MANAGEMENT AND ANALYTICS (DDMA)

DIPLOMA IN COMPUTER NETWORKS AND SYSTEMS ADMINISTRATION (DCNSA)

LEVEL I

COMMUNICATION SKILLS AND ETHICS

MONDAY: 2 December 2024. Afternoon Paper.   **Time Allowed: 2 hours.**

This paper consists of fifty (50) Multiple Choice Questions. Answer ALL questions by indicating the letter (A, B, C or D) that represents the correct answer. Each question is allocated two (2) marks.

1. Which one of the following forums are examples of public communication?
    A. Social media and email communication
    B. Team communication and focus groups
    C. Political debates and church sermons
    D. Board meetings and employee briefs   (2 marks)

2. Which one of the following is a characteristic of interpersonal communication?
    A. Irreversible
    B. Empathetic
    C. Self- awareness
    D. Self –reflective   (2 marks)

3. Which one of the following strategies could be used to enhance external communication?
    A. Reducing number of employee grievances
    B. Discouraging grapevine communication
    C. Prompt response to customers' enquiries
    D. Initiating and maintaining an open-door policy   (2 marks)

4. Which one of the following statements refer to the **SOURCE** in the communication process?
    A. The person who decodes the message sent
    B. Medium through which the message is sent
    C. Entity that initiates and sends the message
    D. The channel used to transmit the message   (2 marks)

5. Which one of the following measures should a speaker take to maintain audience attention?
    A. Speak in a loud voice throughout the presentation
    B. Vary tone, pitch, and pace while using engaging stories
    C. Maintain focus on the manuscript to avoid confusion
    D. Memorise the content to ensure you look at audience   (2 marks)

6. Which one of the following is a non-verbal mode of communication?
   A. Monologue
   B. Video
   C. Kinesics
   D. Dialogue   (2 marks)

7. Which one of the following elements are sources of physiological noise?
   A. Faulty machines and equipment
   B. Physical illness and deafness
   C. Attitudes, values and beliefs
   D. Different meanings of words   (2 marks)

8. Which one of the following refers to the physical environment in which communication occurs?
   A. Context
   B. Venue
   C. Barrier
   D. Emotions   (2 marks)

9. Which one of the following factors distinguishes letters from email communication?
   A. Used for both internal and external communication
   B. Have a salutation and a complementary close
   C. Need for sender to memorise a particular format
   D. Convenient and independent of time and time zones   (2 marks)

10. Which one of the following is the purpose of making multiple drafts in the writing process?
    A. Refine and improve the content, structure,
    B. Reduce the number of ideas in the document
    C. Ensure the document is ready for publication
    D. Organise the message into the desired formats   (2marks)

11. Which one of the following factors should a writer consider when revising a document to achieve clarity?
    A. The audience's background
    B. The length of the document
    C. Number of concepts written
    D. Use of appropriate sources   (2 marks)

12. _____ is the term used to describe the specific segment that an advertisement is targeting.
    A. Audience focus
    B. Brand identity
    C. Market share
    D. Target market   (2 marks)

13. Which one of the following is the importance of visual images in a poster?
    A. Reinforce the message
    B. Offer technical details
    C. To replace text messages
    D. To make the poster visible   (2 marks)

14. Which one of the following statements explains the meaning of "slogan" in advertising?
    A.   Description of products offered for sale
    B.   Memorable phrase that represents the brand
    C.   Product features that make it enticing to customers
    D.   Customer feedback about the effectiveness of services   (2 marks)

15. Which one of the following factors could reinforce a presentation?
    A.   Occasion and venue
    B.   Purpose and topic
    C.   Visuals and non-verbal cues
    D.   Introduction and conclusion   (2 marks)

16. Which one of the following statements explains a limitation of reading a speech word for word?
    A.   Makes adopting to audience feedback difficult
    B.   There is risk of forgetting part of the speech
    C.   Gives no time for the speaker to prepare
    D.   Lack of quotes and facts to support speech   (2 marks)

17. Which one of the following elements could be used to overcome stage flight during a presentation?
    A.   Large audience
    B.   Voice articulation
    C.   Appropriate appearance
    D.   Adequate preparation   (2 marks)

18. Which one of the following details should be included in the conclusion of a presentation?
    A.   Points that were not captured in the presentation
    B.   Recap of the main points and a clear call to action
    C.   To explain the technical details of the research
    D.   A long discussion on the background of the subject   (2 marks)

19. _____ is a potential disadvantage of memorised speech delivery.
    A.   Reduced audience engagement
    B.   Reduced clarity of the message
    C.   Losing the flow of the presentation
    D.   Reduced confidence in audience   (2 marks)

20. Which one of the following is an important demographic factor to consider when undertaking an audience analysis?
    A.   The personal interests of the speaker
    B.   Audience's age, gender, and culture
    C.   The location of the presentation
    D.   The length of the presentation   (2 marks)

21. Which one of the following types of interview is used to ensure candidates meet minimum requirements?
    A.   Screening interviews
    B.   Appraisal interview
    C.   Selection interview
    D.   Serial interview   (2 marks)

22. Which one of the following interview formats indicates a candidate's ability to solve problems "on the spot".
   A.   Case interviews
   B.   Testing interviews
   C.   Stress interviews
   D.   Behavioural interviews   (2 marks)

23. Which one of the following statements explains a way in which an interviewer should prepare for an interview?
   A.   Memorise all possible answers
   B.   Research company information
   C.   Review interviewer's questions
   D.   Use appropriate body language   (2 marks)

24. Which one of the following strategies could be used by an interviewee to deal with nervousness during an interview?
   A.   Answering with a 'yes' or 'no' to keep the interview short
   B.   Apologising occasionally to the interviewer for the anxiety
   C.   Using pauses and focusing on interviewer's questions
   D.   Avoiding eye-contact with the speaker to prevent tension   (2 marks)

25. An interviewee could demonstrate active listening by _____.
   A.   repeating every word said by interviewer
   B.   giving detailed answers to all questions asked
   C.   responding to complex questions correctly
   D.   nodding, maintaining eye-contact and responding   (2 marks)

26. Which one of the following is a characteristic of an effective team meeting?
   A.   Decisions are made by the leader
   B.   Decisions are made collaboratively
   C.   There is compromised decision-making
   D.   Members have same opinions and ideas   (2 marks)

27. Which one of the following actions is a way of ensuring participation during a virtual meeting?
   A.   Avoid use of webcam to enhance confidence
   B.   Encourage all microphones to be switched off
   C.   Use interactive tools such as poll or chart tools
   D.   Allow casual conversations among attendees   (2 marks)

28. Sticking to the agenda of a meeting ensures _____.
   A.   generation of many ideas
   B.   sticking to time allocated
   C.   preparation of participants
   D.   contributions are limited   (2 marks)

29. Which one of the following is the first stage in conducting a formal meeting?
   A.   Reading minutes of last meeting
   B.   Setting the agenda of meeting
   C.   Calling the meeting to order
   D.   Preparing the meeting room   (2 marks)

30. Which one of the following actions is a duty performed by a secretary before commencement of a meeting?
    A.   Taking minutes of the meeting
    B.   Inform people of the next meeting
    C.   Preparing the meeting agenda
    D.   Ensuring accurate minutes are kept   (2 marks)

31. Which one of the following is an advantage of video conferencing?
    A.   Distractions are minimised
    B.   It enhances collaboration
    C.   It enhances multitasking
    D.   Enhances personal interaction   (2 marks)

32. Which one of the following features could enhance user experience on a website?
    A.   Large number of visitors
    B.   Display of competitor products
    C.   Ease of use and navigation
    D.   Cluttered appealing images   (2 marks)

33. Which one of the following elements explains how technology has negatively affected privacy of communication?
    A.   Advanced encryption methods
    B.   Data breaches and surveillance
    C.   Connectivity and inaccessibility
    D.   Information burst and overload   (2 marks)

34. Which one of the following statements explains the importance of transparency in communication?
    A.   Limits unauthorised access to data
    B.   Helps to enhance confidentiality of data
    C.   Ensures all organisation's data is shared
    D.   Helps to build trust with stakeholders   (2 marks)

35. Which one of the following actions is an ethical strategy of dealing with accidental miscommunication?
    A.   Promptly correcting and apologising
    B.   Upholding privacy of the mistake
    C.   Justifying it since it was accidental
    D.   Covering up to protect business image   (2 marks)

36. Which one of the following statements represents the role of confidentiality in maintaining integrity of communication?
    A.   Allows an organisation to conceal its weaknesses
    B.   Helps an organisation protect sensitive information
    C.   Ensures there is no access to all organisation's data
    D.   Avoids transparency in business communication   (2 marks)

37. Integrity in internal communication requires _____.
    A.   strictly following formal channels
    B.   timeliness and accuracy of information
    C.   relaying information truthfully to customers
    D.   maintaining an informal open-door policy   (2 marks)

38. Which one of the following situations could cause unethical communication in an organisation?
    A. Allowing informal communication in the workplace
    B. Allowing negative customer reviews and feedback
    C. Use of social media to promote a business's products
    D. The pressure to meet financial targets and deadlines   (2 marks)

39. Which one of the following would be the first step in resolving an ethical dilemma?
    A. Identify the problem and gather information
    B. Generate ideas and outline the methods to use
    C. Consult experts for advice and professional help
    D. Escalating the matter promptly to the management   (2 marks)

40. Which one of the following statements demonstrates ethics while handling ethical dilemma?
    A. Making decisions that benefit all stakeholders
    B. Choosing the option that maximises profits
    C. Ignoring the dilemma if it will lead to losses
    D. Keeping it secret to protect corporate image   (2 marks)

41. Which one of the following situations refers to unethical manipulation of data?
    A. Merging data to keep it current
    B. Summarising complex data
    C. Omitting unfavourable data
    D. Conveying negative information   (2 marks)

42. Which one of the following is an unethical practice of altering data to fit a predetermined outcome?
    A. Data replication
    B. Data falsification
    C. Data formatting
    D. Data editing   (2 marks)

43. Which one of the following is a way of enhancing data credibility?
    A. Using data from internal sources
    B. Ensure verification of data sources
    C. Discourage excessive use of data
    D. Collect data that is easy to analyse   (2 marks)

44. Which one of the following is a way of avoiding plagiarism effectively?
    A. Providing proper citations and references
    B. Copy pasting to create original document
    C. Using own words to rewrite others work
    D. Using only own ideas without referencing   (2 marks)

45. Which one of the following behaviours reflects adherence to an employee code of ethics?
    A. Transparency in work-related communication
    B. Outline safety regulations in the workplace
    C. Storing documents for the benefit of the team
    D. Understanding the personal needs of all employees   (2 marks)

46. Which one of the following is a consequence to an organisation that consistently engages in unethical communication with its customers?
   A. Increased conflict among the employees
   B. Increased customer dissatisfaction
   C. Reduced brand recognition and presence
   D. lack of efficient channels of communication   (2 marks)

47. Which one of the following factors could influence ethical communication?
   A. Personal opinions
   B. Use of technology
   C. Corporate culture
   D. Size of organisation   (2 marks)

48. Which one of the following principles of ethical communication encourages respect for the audience's values and beliefs?
   A. Containing the emotions of the audience
   B. Understanding diverse perspectives of audience
   C. Understanding the social status of the audience
   D. Communicating to audience at the right time   (2 marks)

49. Which one of the following principles of ethical communication ensures that individuals have a right to share their feelings and opinions?
   A. Freedom of information
   B. Freedom of expression
   C. Freedom of association
   D. Free team communication   (2 marks)

50. Which one of the following situations reflects an ethical dilemma in communication?
   A. Filtering product facts shared to win over clients
   B. Deciding whether to publish financial reports
   C. Sharing private information with team members
   D. Taking a stand on opposing views with a team   (2 marks)

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DIPLOMA IN DATA MANAGEMENT AND ANALYTICS (DDMA)

DIPLOMA IN COMPUTER NETWORKS AND SYSTEMS ADMINISTRATION (DCNSA)

LEVEL I

COMMUNICATION SKILLS AND ETHICS

MONDAY: 19 August 2024. Afternoon Paper.   **Time Allowed: 2 hours.**

This paper consists of fifty (50) Multiple Choice Questions. Answer ALL questions by indicating the letter (A, B, C or D) that represents the correct answer. Each question is allocated two (2) marks.

1.   Which of one the following is a role of feedback in the communication process?
   A.   Ensuring an appropriate channel is selected
   B.   Determining how a message is decoded
   C.   Sustaining the communication process
   D.   Ensuring messages are sent on time   (2 marks)

2.   Which one of the following expressions could be considered more concrete in communication?
   A.   Goods are soon being dispatched
   B.   Goods will be dispatched next week
   C.   Goods will be dispatched very early
   D.   Goods will be dispatched on 2nd July   (2 marks)

3.   Which one of the following statements describes a timely message?
   A.   Contains a suitable content
   B.   Sent when it's most relevant
   C.   Sent at the end of the day
   D.   Considers the senders schedule   (2 marks)

4.   Which of one the following is a limitation of informal communication?
   A.   Distortion of information
   B.   Delayed transmission
   C.   Inhibits free flow of information
   D.   Doesn't allow emotional bonds   (2 marks)

5.   Heads of departments of Kola Limited are required to submit monthly reports to the managing director. Which one of the following refers to this form of communication?
   A.   Downward
   B.   Upward
   C.   External
   D.   Lateral   (2 marks)

6.   Which one of the following non-verbal signals is correctly matched?
   A.   Paralanguage – eye-contact
   B.   Kinesics – posture
   C.   Chronemics – touch
   D.   Haptics – time   (2 marks)

7.   Active listening could be described as _____.
   A.   receiving, interpreting and responding to messages
   B.   recording the speaker while delivering the message
   C.   process of perceiving a message with the ear
   D.   agreeing and approving the speaker's message   (2 marks)

8.   Which one of the following explains the reason why stereotyping could be a barrier to communication?
   A.   Causes altered comprehension
   B.   Leads to forgetting main points
   C.   Leads to preconceived judgment

D. Leads to use of unfamiliar language (2 marks)

9. Which one of the following techniques could be used to overcome psychological barriers to communication?
   A. Use of non-verbal cues
   B. Having an open mind
   C. Careful choice of media
   D. Use the right technology (2 marks)

10. Which one of the following situations could be ideal for audiovisual communication?
    A. Sending a brief text update to a team
    B. Explaining a complex technical process
    C. When the audience has mixed gender
    D. When response required is brief (2 marks)

11. Which one of the following stands for AIDA in relation to advertisements?
    A. Attention, Interest, Desire, Action
    B. Attract, Identify, Decide, Action
    C. Authority, Influence, Delivery, Appeal
    D. Awareness, Involvement, Desire, Action (2 marks)

12. Which one of the following is the **BEST** practice to start a letter?
    A. Appreciating the writer
    B. Introducing the writer
    C. Stating the purpose
    D. Formal greetings (2 marks)

13. Which one of the following items could be included in the recommendations of a report?
    A. Summary of key findings
    B. Non-essential information
    C. Interpretation of findings
    D. Suggested suitable changes (2 marks)

14. Which one of the following statements explains the purpose of a collection letter?
    A. Inform a client on when to expect payment
    B. Request payment for overdue invoices or debts
    C. Provide detailed company financial statements
    D. Inform the client when goods are to be collected (2 marks)

15. Which one of the following features are found in a memorandum but not in a letter?
    A. Salutation and complimentary close
    B. Date and recipient's address
    C. Subject line and distribution list
    D. Enclosures and subject line (2 marks)

16. Which one of the following is an advantage of posting information on noticeboards?
    A. Saves cost of circulating
    B. Ensures feedback is given
    C. Provide personalised messages
    D. Used for all types of messages (2 marks)

17. In relation to interviews, which one of the following is an objective of maintaining a candidate's offer letter?
    A. Contains salary suggested by candidate in the interview
    B. Provides documentation of the initial employment terms
    C. Can be used to compare job offers from other companies
    D. Provides a basis for a candidate's performance evaluation (2 marks)

18. Which one of the following is a purpose of panel interviews?
    A. Expose the candidate with multiple interviewers
    B. Gather diverse perspectives from the candidate
    C. Speed up the hiring process by involving all decision-makers
    D. Ensure the candidate meets key representatives in the company (2 marks)

19. Which one of the following types of interview do interviewers rely on their intuition and personal judgment?
    A. Structured interview
    B. Unstructured interview
    C. Behavioural interview
    D. Counselling interview (2 marks)

20. Which one of the following is a benefit of using standardised questions in job interview?
    A. Allow broader, detailed responses
    B. Easier to obtain candidates' opinions
    C. Makes the candidates more relaxed
    D. Makes it easier to rank the candidates (2 marks)

21. Which one of the following items should an interviewee refer to during the planning stage of a job selection interview?
    A. Interviewer's questions
    B. Job description
    C. Interview notes
    D. Appointment letter (2 marks)

22. Which one of the following non-verbal signals should be exhibited by an interviewee during an interview?
    A. Enthusiastic tone
    B. High pitch
    C. Intimate space
    D. Frequent touch (2 marks)

23. Which one of the following factors could be considered while undertaking a psychographic audience analysis?
    A. Age, gender, marital status and ethnicity
    B. Audience size, the occasion, motivation
    C. Attitudes, values, beliefs, thinking patterns
    D. Age, education, socio - economic conditions (2 marks)

24. Which one of the following types of speech delivery methods does not require prior notice?
    A. Extemporaneous
    B. Memorised
    C. Impromptu
    D. Manuscript (2 marks)

25. Which one of the following statements is a demerit of distributing handouts at the end of a presentation?
    A. May distribute insufficient copies
    B. Could be distracting to the audience
    C. Will not complement the speech
    D. Wrong information could be conveyed (2 marks)

26. In relation to presentations, which one of the following is an advantage of team delivery?
    A. Variety in delivery
    B. Increased humour
    C. Timely presentation
    D. Audience engagement (2 marks)

27. Which one of the following strategies could be used by a speaker to make the introduction of a speech interesting?
    A. Stating the reason for the speech
    B. Arousing curiosity of audience
    C. Introducing the key speaker
    D. Using a familiar language (2 marks)

28. Which one of the following statements describes a way in which a speaker could introduce a presentation?
    A. Convincing and persuading audience
    B. Stating implications and benefits
    C. Appealing for desired change
    D. Giving background information (2 marks)

29. Which one the following is a reason why an extraordinary committee meeting could be convened in an organisation?
    A. Review monthly financial reports
    B. Discuss employee performance evaluations
    C. Address a sudden crisis or an emergency
    D. Plan the annual company team building (2 marks)

30. Which one of the following is an objective for holding brainstorming meetings in an organisation?
    A. To listen to employee complaints
    B. To receive reports from departments
    C. Foster creativity and generate solutions
    D. For employees to report progress of work (2 marks)

31. Which one of the following is a reason why participants should review the agenda before a meeting?
    A.   Determine what material to carry along
    B.   Ensure peace and order in the meeting
    C.   Come prepared and contribute effectively
    D.   Determine who will contribute more   (2 marks)

32. Which one of the following is a role of the chairperson in managing discussions during a meeting?
    A.   Actively participating in every discussion
    B.   Setting the agenda and taking notes
    C.   Ensuring everyone has a chance to speak
    D.   Making summaries after agenda is discussed   (2 marks)

33. Which one of the following is a purpose of taking minutes during a meeting?
    A.   Create a record of chairperson opinions
    B.   Keep track of time taken in the meeting
    C.   Document discussions, decisions and action
    D.   Summarise the meeting agenda and progress   (2 marks)

34. Which one of the following is an advantage of conducting webinars over face-to-face meetings?
    A.   Accommodates unlimited number of attendees
    B.   Can be used to address sensitive issues
    C.   Keeps the meeting focused and productive
    D.   Increased engagement and participation   (2 marks)

35. Which one of the following is way in which the chairperson could maintain attention of members during an audio conference?
    A.   Maintaining eye-contact
    B.   Powerful voice
    C.   Use of visuals
    D.   Sending an agenda   (2 marks)

36. Which one of the following statements distinguishes ethics from integrity?
    A.   Ethics is based on societal standards.
    B.   They are both used interchangeably.
    C.   Ethics depends on individual values
    D.   Ethics involves internal moral principles   (2 marks)

37. Which one of the following statements explains the reason why integrity is significant in communication?
    A.   Ensures messages are delivered quickly and without delay
    B.   Helps build trust and fosters long-term relationships
    C.   Allows for more creative and entertaining communication
    D.   Ensures that communication follows strict protocols   (2 marks)

38. Which one of the following statements describes how speaking non-judgmentally enhances ethics in communication?
    A.   Allows for the consideration of the audience's opinions
    B.   Fosters an open and respectful dialogue by avoiding biases
    C.   Ensures that the communicator always appears friendly
    D.   Ensures completeness of information communicated   (2 marks)

39. Which one of the following statements explains how concise messages enhance ethics in communication?
    A.   Prioritising quantity over quality
    B.   Minimising the risk of misinterpretation
    C.   Ensure adequate information is conveyed
    D.   Makes the speaker appear knowledgeable   (2 marks)

40. An organisation's code of ethics could be based on _____.
    A.   top management behaviour
    B.   employees' personal beliefs
    C.   organisation's core values
    D.   size of the organisation   (2 marks)

41. Which one of the following is a reason that could make managers in an organisation adhere to code of ethics?
    A.   Demonstrate knowledge of ethical issues
    B.   Demonstrate their communication skills
    C.   Demonstrate their loyalty and competence
    D.   Demonstrate compliance as expected by all   (2 marks)

42. An employee had to decide whether to go public about harmful corporate practices or to remain loyal and withhold the information.
    Which one of the following refers to the situation above?
    A.   Ethical issue
    B.   Ethical dilemma
    C.   Ethical lapse
    D.   Unethical practice   (2 marks)

43. Confidentiality of personal information could be achieved by _____.
    A.   ensuring it is current
    B.   ensuring it is adequate
    C.   ensuring it is accessible
    D.   limiting its disclosure   (2 marks)

44. Which one of the following is a challenge associated with digital communication?
    A.   Lack of feedback
    B.   Data inaccessibility
    C.   Information overload
    D.   Minimal interactions   (2 marks)

45. Which one of the following actions could enhance ethical use of copyrighted content?
    A.   Transparency of information
    B.   Seeking appropriate licences
    C.   Ensuring wide circulation
    D.   Sharing it internally only   (2 marks)

46. Which of the following is a way in which social media has improved business communication?
    A.   Allowed quick access to feedback
    B.   Increased face to face interactions
    C.   Increased privacy of information
    D.   enhanced sharing of verified data   (2 marks)

47. Which of the following is an advantage of ethical digital communication?
    A.   Completes the communication process
    B.   Helps maintain positive relationships
    C.   It is fast and less time consuming
    D.   Breaks geographical boundaries   (2 marks)

48. Which one of the following actions could help in promoting cybersecurity?
    A.   Avoid collection of data
    B.   Storage of limited data
    C.   Investing in technology
    D.   Keep software up-to-date   (2 marks)

49. Which one of the following is an objective of considering the long-term impact of digital content shared online?
    A.   Affects transparency of other online users
    B.   Contribute to digital reputation and identity
    C.   Leads to excessive access of information
    D.   Leads to congestion of internet platforms   (2 marks)

50. Which one of the following is an unethical business practice in relation to digital advertising?
    A.   Excessive display of certain products
    B.   Use of unknown communication slogans
    C.   Unauthorised communication channels
    D.   Unauthorised use of personal data   (2 marks)

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DIPLOMA IN DATA MANAGEMENT AND ANALYTICS (DDMA)

DIPLOMA IN COMPUTER NETWORKS AND SYSTEMS ADMINISTRATION (DCNSA)

LEVEL I

COMMUNICATION SKILLS AND ETHICS

MONDAY: 22 April 2024. Afternoon Paper.   **Time Allowed: 2 hours.**

Answer ALL questions by indicating the letter (A, B, C or D) that represents the correct answer. This paper is made up of fifty (50) Multiple Choice Questions. Each question is allocated two (2) marks.

1. Which one of the following terms refer to external interference of a message?
    A. Channel
    B. Thoughts
    C. Feelings
    D. Noise   (2 marks)

2. Which one of the following elements of communication help in assessing the effectiveness of the initial message conveyed?
    A. Receiver
    B. Feedback
    C. Clarity
    D. Decoding   (2 marks)

3. Identify a factor that distinguishes face-to-face communication from telephone communication.
    A. Allows personal and emotional connection
    B. Allows interpretation of vocal variations
    C. Helps to enhance interactive exchange
    D. It is a form of verbal communication   (2 marks)

4. How can a speaker use "pause" as a form of non-verbal communication?
    A. Make first impressions
    B. Give emphasis to words
    C. Convey extreme feelings
    D. Show interest and attention   (2 marks)

5. Identify the statement that explains the term 'encoding' in relation to the communication process.
    A. Creating an idea in the mind that a sender wishes to convey
    B. Transmitting a message in a channel suitable to the receiver
    C. Putting a message in a format that is understandable by receiver
    D. Trying to make sense of the message as originally intended   (2 marks)

6. In the context of non-verbal signals, what term refers to the shortest distance maintained between communicators?
    A. Personal space
    B. Limited space
    C. Intimate space
    D. Social space   (2 marks)

7. Which one of the following statements represent downward communication?
    A. General manager sending memoranda departmental heads
    B. Accounting officer giving feedback to the finance director
    C. Informal meetings of employees from across all departments
    D. Lower-level employees interacting during working hours   (2 marks)

8. Identify from the following an advantage of informal communication.
    A. Credible source of communication
    B. Satisfies social needs of employees
    C. Is easy to monitor and control
    D. It is authentic and dependable   (2 marks)

9. Choose the type of communication where information flows along all hierarchical levels within the organisation.
    A. Horizontal
    B. Lateral
    C. Diagonal
    D. Vertical   (2 marks)

10. Which one of the following activities represent a horizontal type of communication in an organisation?
    A. Job instruction
    B. Collaboration
    C. Job appraisal
    D. Routine reports   (2 marks)

11. Identify the statement that describes the term "prejudice" with reference to communication barriers.
    A. Treating people, the same because they share a common aspect
    B. Preconceived bias or opinion of people outside one's own set up
    C. Sticking to one's beliefs and opinions and refusing to listen to others
    D. Inattentiveness due to feelings and too many competing interests   (2 marks)

12. Which one of the following factors could be a deterrent to effective listening?
    A. Questioning
    B. Note-taking
    C. Daydreaming
    D. Interpreting   (2 marks)

13. Identify a strategy that could enhance the pre-writing stage of the writing process.
    A. Summarising
    B. Correcting
    C. Publishing
    D. Brainstorming   (2 marks)

14. Which one of the following statements is a characteristic of semi-blocked format of a business letter?
    A. Use of open punctuation
    B. Has no subject line
    C. Letter-head is not included
    D. Has indented paragraphs   (2 marks)

15. Identify the term used to describe the process of revising the content of a piece of writing before making a presentation.
    A. Pre-writing
    B. Editing
    C. Summarising
    D. Drafting   (2 marks)

16. Which one of the following statements is a similarity between a memorandum and email communication?
    A. Used to pass a message to multiple recipients
    B. Used to pass lengthy and detailed information
    C. Require reliable availability of internet
    D. Used for internal communication only   (2 marks)

17. Which one of the following statements is the meaning of routine reports?
    A. Reporting using specific technique
    B. Reports prepared for internal audience
    C. Reports prepared on a regular basis
    D. Reports made when unique events occur   (2 marks)

18. Which one of the following components determine the purpose and scope of a report?
    A. The data collected
    B. Terms of reference
    C. Executive summary
    D. Length of the report   (2 marks)

19. Which one of the following actions is a common mistake made by presenters?
    A. Quoting expert knowledge
    B. Moving around the stage
    C. Reading from the script
    D. Controlling the audience   (2 marks)

20. The following are features of an effective presentation:
    (i)   Relies on relevant supporting material
    (ii)   Leaves audience with a memorable statement
    (iii) Previews the main points
    (iv)   Captures attention of audience
    (v)   Fully develops each point
    (vi)   Establishes rapport with audience
    (vii) Calls for action

    Which of the following set presents features of an effective introduction?
    A. (i), ((iv), (vi)
    B. (iii), (v), (vi)
    C. (ii), (v), (vii)
    D. (iii), (iv), (vi)   (2 marks)

21. Which one of the following statements are the steps followed in making and delivering an effective presentation?
    A. Prepare, plan, practice, present
    B. Plan, prepare, practice, present
    C. Present, plan, practice, prepare
    D. Prepare, practice, plan, present   (2 marks)

22. Identify a factor that a speaker could consider while undertaking audience analysis.
    A. Whether it is important to rehearse in advance
    B. Importance of question-and-answer session
    C. Questions likely to be asked by the audience
    D. Location of microphone and equipment   (2 marks)

23. Which one of the following action is a barrier to effective listening?
    A. Ego
    B. Patience
    C. Concentration
    D. Alertness   (2 marks)

24. Which one of the following statements describe the benefit of visual communication when making presentation?
    A. Complex concepts are difficult to interpret
    B. Increases presentation costs comparatively
    C. Skill to design in order to avoid distractions
    D. Enhances engagement and memorability   (2 marks)

25. Which one of the following items could be used by a speaker to enhance a presentation?
    A. Notes, visuals and handouts
    B. Certificates, stationery and pens
    C. Venue, visuals and appearance
    D. Refreshments, agenda and notes   (2 marks)

26. Identify the importance of being an enthusiastic speaker.
    A. Makes speech more convincing
    B. Speaker becomes knowledgeable
    C. Discourages criticism by audience
    D. Helps to incorporate humor   (2 marks)

27. Choose an advantage of the impromptu method of speech delivery.
    A. More organised presentation
    B. Lots of supporting materials
    C. Speech is easy to remember
    D. Little preparation required   (2 marks)

28. Which one of the following roles is played by an interviewer during a job interview?
   A. Receive candidate courteously
   B. Screen the applications
   C. Prepare the interview room
   D. Provide the interview date (2 marks)

29. Identify a purpose of doing a background check on the organisation before attending an interview.
   A. Shows desperation to get the job
   B. Indicates capability and skills
   C. Helps in devising effective answers
   D. Allows display of right attitude (2 marks)

30. Which one of the following statements is a characteristic of structured interviews?
   A. Encourages interviewees to express themselves
   B. They are preplanned to a high degree of accuracy
   C. Helps in assessing clarity of thought of candidate
   D. Assists in assessing the soft skills of a candidate (2 marks)

31. Which one of the following refers to the process of undertaking periodic assessment of permanent employee's performance?
   A. Behaviour interview
   B. Problem interview
   C. Job interview
   D. Appraisal interview (2 marks)

32. Identify a counter-productive behaviour that could affect the effectiveness of a meeting.
   A. Turn-taking
   B. Summarising
   C. Controlling meeting
   D. Informal conversations (2 marks)

33. Which one of the following could be an objective of holding board meetings in an organisation?
   A. Update junior employees
   B. Set policies and strategies
   C. Coordinate departments
   D. Make routine decisions (2 marks)

34. In relation to the minutes of a meeting, which of the following is a duty of a chairperson?
   A. Writing
   B. Signing
   C. Proposing
   D. Distributing (2 marks)

35. Identify a guideline observed to ensure a meeting is conducted effectively.
   A. All meetings must have clear objectives
   B. Only prepare an agenda when necessary
   C. Start the meeting when all members arrive
   D. Send the notice on the day the meeting is held (2 marks)

36. Which one of the following items could be included in an agenda of a meeting?
   A. Matters arising in the previous meeting
   B. Resolutions arrived at during the meeting
   C. Notices carried forward from previous minutes
   D. Members contributions during the meeting (2 marks)

37. Identify a factor that the secretary could consider while preparing an agenda for a meeting.
   A. Contributions to be made
   B. Length of each agenda item
   C. Timing of each agenda item
   D. Placement of items in minutes (2 marks)

38. Identify a role played by participants of a meeting.
   A. Fine tune key points in the minutes
   B. Make sure meeting is within agreed time
   C. Ensure equal participation of all members
   D. Provide relevant information to each agenda (2 marks)

39. In the context of unethical communication, identify the statement that describes 'destructive communication'.
    A.   Willful pervasion of the truth in order to deceive
    B.   Messages negatively affecting a receiver's self-esteem
    C.   Unresponsiveness to messages in order to remain secret
    D.   Communication that is originally initiated by the receiver   (2 marks)

40. Which one of the following statements is a consequence of spreading fake news on social media?
    A.   Causes information overload
    B.   Sends outdated messages
    C.   Gives credible information
    D.   Leads to misinformation   (2 marks)

41. Which one of the following principles of ethical communication could be attained by showing sensitivity towards cultural values and beliefs?
    A.   Free speech
    B.   Responsibility
    C.   Truthfulness
    D.   Courtesy   (2 marks)

42. Which one of the following statements is a benefit of not divulging personal information about clients?
    A.   Ensures data is properly stored
    B.   Ensures protection of their rights
    C.   Guarantees data accessibility
    D.   Enhances electronic filing   (2 marks)

43. Choose from the following the term used for illegal copying and sharing of a software.
    A.   Copyright
    B.   Plagiarism
    C.   Piracy
    D.   Trade mark   (2 marks)

44. Which one of the following descriptions is a form of "selective misquoting"?
    A.   Not giving credit to the source of information
    B.   Using another person's work in communication
    C.   Omitting information to alter the meaning
    D.   Repeating part of what has been said by others   (2 marks)

45. Which one of the following statements could be a consequence of collecting inaccurate data to use for analysis?
    A.   Lack of digital competence
    B.   Lack of data confidentiality
    C.   Presence of ethical dilemma
    D.   May lead to poor decisions   (2 marks)

46. Which one of the following actions is an example of data security measures that could be undertaken in an organisation?
    A.   Data access
    B.   Data processing
    C.   User tracking
    D.   User intrusion   (2 marks)

47. Why should information technology staff avoid inappropriate use of computer resources?
    A.   Ensure employers do not conduct data surveillance
    B.   Enhance the preparation of code of ethics
    C.   To safeguard their professional credibility
    D.   Ensure they perform better than coworkers   (2 marks)

48. Which one of the following principle of ethical communication is violated by filtering information?
    A.   Honesty
    B.   Completeness
    C.   Transparency
    D.   Feedback   (2 marks)

49.   Identify a benefit obtained by an organisation from using digital communication tools.
       A.   Improved accuracy of information
       B.   Increased breach in data security
       C.   Increase in time used in reporting
       D.   Requires stable internet connection   (2 marks)

50.   Choose a demerit of using digital communication tools in an organisation's daily operations.
       A.   Allows face to face communication
       B.   Saves time and travel expenses
       C.   Dependence on technology
       D.   Virtual team building   (2 marks)

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DIPLOMA IN DATA MANAGEMENT AND ANALYTICS (DDMA)

DIPLOMA IN COMPUTER NETWORKS AND SYSTEMS ADMINISTRATION (DCNSA)

LEVEL I

COMMUNICATION SKILLS AND ETHICS

MONDAY: 4 December 2023. Afternoon Paper.   **Time Allowed: 2 hours.**

Answer ALL questions by indicating the letter (A, B, C or D) that represents the correct answer. This paper is made up of fifty (50) Multiple Choice Questions. Each question is allocated two (2) marks.

1.   Which of the following is a characteristic of a two-way communication process?
    A.   Message is sent to two receivers
    B.   The sender uses multiple channels
    C.   The receiver provides feedback
    D.   Message is communicated twice   (2 marks)

2.   Which of the following sets represents a role played by the receiver in the communication process?
    A.   Initiating, transmission and decoding the message
    B.   Conception, repetition and understanding the message
    C.   Encoding, reception and planning the message
    D.   Reception, decoding and understanding the message   (2 marks)

3.   Which of the following describes information overload?
    A.   Conveying of information using multiple channels
    B.   Conveying more information than is required
    C.   Applying the principles of effective communication
    D.   Using technology in sending required information   (2 marks)

4.   Choose a technique the receiver could use to overcome 'closed mind' as a barrier to communication _____.
    A.   Free flow of information
    B.   Being receptive to new ideas
    C.   Send clear and simple messages
    D.   Avoid withholding information   (2 marks)

5.   Choose a disadvantage of visual communication from the following.
    A.   Requires long explanations
    B.   Takes time to convey messages
    C.   It is incomplete on its own
    D.   Ineffective for complex messages   (2 marks)

6.   Which of the following factors could lead to poor listening?
    A.   Use of informal channels of communication
    B.   Perceived lack of credibility of the speaker
    C.   Use of complementing non-verbal signals
    D.   Use of technology in communication   (2 marks)

7.   Identify a reason that makes horizontal communication important in an organisation.
    A.   Promotes over-specialisation of procedures
    B.   Has clear rules of interactions to be followed
    C.   Allows free communication to superiors
    D.   Helps to link different areas of expertise   (2 marks)

8.   How does non-verbal communication differ from verbal communication?
      A.   It conveys a message
      B.   No records kept
      C.   It is continuous
      D.   Provides feedback   (2 marks)

9.   Identify a situation when attention line could be included in a formal letter.
      A.   If the letter is addressed to a particular individual directly
      B.   If the sender does not wish to include a salutation in the letter
      C.   When the sender wishes to add clarity to the contents of the letter
      D.   If the name of the individual handling the matter covered is known   (2 marks)

10.   Which of the following represents the correct order of the writing process?
      A.   Drafting, prewriting, revising, editing
      B.   Prewriting, drafting, revising, editing
      C.   Prewriting, editing, drafting, revising
      D.   Drafting, editing, revising, prewriting   (2 marks)

11.   Which of the following is a benefit of using social media to advertise products?
      A.   Eliminates the need for physical delivery
      B.   Does not spread negative information
      C.   Allows referrals and recommendations
      D.   Enhances production of variety of goods   (2 marks)

12.   Select the type of letter sent to customers to prompt them to make orders.
      A.   Letters of inquiry
      B.   Order letters
      C.   Request letters
      D.   Sales letters   (2 marks)

13.   Choose a characteristic of a special report from the following.
      A.   Relates to recurring issues
      B.   It is prepared periodically
      C.   Relates to a single situation
      D.   Records progress of work   (2 marks)

14.   Which of the following could determine the scope of a report?
      A.   Length of report
      B.   Findings of report
      C.   Terms of reference
      D.   Reference materials   (2 marks)

15.   Which of the following is a reason why visual aids are used in a presentation?
      A.   Locate the venue of presentation
      B.   Easy rehearsal of the presentation
      C.   To emphasise certain information
      D.   Ensure they are well displayed   (2 marks)

16.   Which of the following is undertaken while planning a presentation?
      A.   Determining parts of the speech
      B.   Maintaining appropriate eye-contact
      C.   Variation of volume and pitch
      D.   Determining appropriate appearance   (2 marks)

17.   Select a guideline that should be followed while writing an outline to be used in delivering a speech.
      A.   Write on both sides of the note card
      B.   Write sentences and paragraphs
      C.   Use large enough prints or font size
      D.   Memorise the content of the outline   (2 marks)

18.   Identify a measure that a speaker could take to prepare for the question-and-answer session.
      A.   Give correct answers to all questions
      B.   Send questions to the audience in advance
      C.   Decide on the questions the audience should ask
      D.   Learn the presentation topic thoroughly   (2 marks)

19. Identify a technique that a speaker could use to get audience attention while introducing a presentation.
    A. Providing a relevant astonishing fact
    B. Explaining the main points of discussion
    C. Making recommendations for action
    D. Chronologically presenting the facts   (2 marks)

20. Which of the following is a benefit of using PowerPoint in presentations?
    A. Eliminates the need for rehearsal
    B. There is no need for explanations
    C. Allows easy integration of visuals
    D. Allows for use of non-verbal signals   (2 marks)

21. Which of the following is a benefit of rehearsing before a presentation?
    A. Helps in audience analysis
    B. Helps in choice of venue
    C. Helps in choice of topic
    D. Helps to deal with anxiety   (2 marks)

22. Which of the following is an objective of conducting interviews?
    A. Enhance effectiveness of informal communication
    B. Assess knowledge of non-verbal cues of candidate
    C. To assess the level of knowledge of interviewer
    D. Reveal opinions, ideas and attitudes of interviewee   (2 marks)

23. Why is it important for an interviewee to begin a job interview with a smile and warm greetings?
    A. Show suitability for the position
    B. Make a positive first impression
    C. Make it easy to answer the questions
    D. Show interviewer level of knowledge   (2 marks)

24. Identify a way in which an interviewee could be unethical during an interview.
    A. Exhibiting nervousness
    B. Disrespectful answers
    C. Pausing before answering
    D. Giving wrong answers   (2 marks)

25. Identify a guideline that an interviewee should observe during an interview.
    A. Exaggerate on your capabilities and qualifications
    B. Interrupt the interviewer when it is very necessary
    C. Admit if there is something you do not know
    D. Refrain from asking the interviewer any question   (2 marks)

26. Which of the following should be observed by both the interviewer and interviewee?
    A. Ensure appropriate dressing and grooming
    B. Presenting certificates and testimonials
    C. Keeping aside biases in evaluating results
    D. Optimism while leaving the interview   (2 marks)

27. Which of the following is a type of interview that can be held in an organisation?
    A. Collection interview
    B. Data interview
    C. Record interview
    D. Exit interview   (2 marks)

28. Identify a measure that an interviewer should take to ensure a smooth interview process.
    A. Assume control by dominating the interview
    B. Anticipate the questions you will be asked
    C. Build rapport with interviewee at the start
    D. Avoid varying the tone of your voice   (2 marks)

29. Identify an advantage of holding meetings in an organisation.
    A. Serves as a forum of social and emotional support
    B. Ensures that agenda and minutes are prepared
    C. Helps in recording members present and absent
    D. Replaces all other channels of communication   (2 marks)

30. Which of the following is a follow-up activity in relation to meetings?
    A. Distribution of the meeting agenda
    B. Voting on motions and resolutions
    C. Preparing and sending the notice
    D. Tracking completion of tasks assigned   (2 marks)

31. In the context of meetings, identify a reason why a briefing could be held in an organisation?
    A. Contribute new ideas
    B. Give departmental reports
    C. Making key resolutions
    D. To give information   (2 marks)

32. Which of the following should appear first in an agenda for a meeting?
    A. Matters arising
    B. Date for next meeting
    C. Apologies for absence
    D. Name of the chairperson   (2 marks)

33. Which of the following is a duty of the chairperson during a meeting?
    A. Drawing contributions from members
    B. Suppressing opposing views of members
    C. Taking sides when conflicts arise
    D. Invite as many participants as possible   (2 marks)

34. Which of the following could make a meeting fail to achieve its purpose?
    A. Having lengthy resolutions
    B. Brief items of agenda
    C. Inappropriate membership
    D. Frequent summaries   (2 marks)

35. Choose an advantage of LAN from the following.
    A. Effective external communication
    B. Breaks geographical barriers
    C. Fast internal communication
    D. Promotes global integrated networks   (2 marks)

36. Which of the following could amount to unethical withholding of information?
    A. Not disclosing business secrets
    B. Not disclosing side effects of a product
    C. Non-disclosure of a customer's data
    D. Not sharing employees' personal information   (2 marks)

37. Which of the following terms explains going public about corporate abuses or negligence?
    A. Negative reporting
    B. External communication
    C. Information leakage
    D. Whistle blowing   (2 marks)

38. Which of the following is a contemporary privacy-related issue in information technology?
    A. Electronic surveillance
    B. Distortion of information
    C. Fabrication of facts
    D. Information deception   (2 marks)

39. Identify an ethical concern about personal data stored in an organisation's database.
    A. The likelihood of losing the data
    B. The owner is allowed to use the data
    C. Security against unauthorised access
    D. How helpful it is to the record keepers   (2 marks)

40. Which of the following is ethical in relation to data collection?
    A. Data collected should be relevant
    B. No need for consent from owner
    C. Data collected should be excessive
    D. Data collected should be well known   (2 marks)

41. Identify a way of ensuring accuracy of data from the following:
    A. Collection of limited data
    B. Limiting access to data
    C. Keeping data confidential
    D. Data should be kept current   (2 marks)

42. Select an objective of recording any disclosure of information other than what is routine.
    A. Ensure accuracy
    B. Uphold confidentiality
    C. Ensure correctness
    D. Uphold honesty   (2 marks)

43. Which of the following violates the ethical principle of honesty?
    A. Use of offensive language
    B. Intentional omission of facts
    C. Breach of confidentiality
    D. Keeping personal secrets   (2 marks)

44. Identify an ethical responsibility of information technology staff.
    A. Discourage and avoid hardware piracy
    B. Sharing of information externally
    C. Appropriate use of computer resources
    D. Registering intellectual property rights   (2 marks)

45. Which of the following could promote high standards of practice for information technology staff?
    A. Implementing corporate firewall
    B. Security and privacy of employees
    C. Storage of vast amounts of data
    D. Licensing and certification of staff   (2 marks)

46. While making a public speech, Mwashi quoted a respected scholar. Which of the following should he do to avoid plagiarism?
    A. Acknowledge the scholar as the source
    B. Use the quote throughout the speech
    C. Apologise to the audience for the mistake
    D. Make a call to the scholar and inform him   (2 marks)

47. Select an ethical responsibility of the sender in the communication process.
    A. Providing complete information
    B. Providing appropriate feedback
    C. Encoding and decoding the message
    D. Appropriately reacting to the message   (2 marks)

48. Which of the following terms refers to being honest and having strong moral values?
    A. Reliability
    B. Trustworthy
    C. Integrity
    D. Dependable   (2 marks)

49. Identify the purpose of a professional code of ethics.
    A. Establish the qualifications required for the profession
    B. Ensure compliance with the requirement of the profession
    C. Identify professionals that should be allowed to practice
    D. Ensure that all employees behave in the same way   (2 marks)

50. Which of the following is a duty of ethical communicators?
    A. Disclosure of private information
    B. Being sensitive to cultural differences
    C. Exclusion of others from discussions
    D. Exposure of harmful confidential information   (2 marks)

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DIPLOMA IN DATA MANAGEMENT AND ANALYTICS (DDMA)

DIPLOMA IN COMPUTER NETWORKS AND SYSTEMS ADMINISTRATION (DCNSA)

LEVEL I

COMMUNICATION SKILLS AND ETHICS

MONDAY: 21 August 2023. Afternoon Paper.   **Time Allowed: 2 hours.**

Answer ALL questions by indicating the letter (A, B, C or D) that represents the correct answer. This paper is made up of fifty (50) Multiple Choice Questions. Each question is allocated two (2) marks.

1.   Which of the following is a channel of informal communication in an organisation?
    A.   Memorandum
    B.   Face to face
    C.   Circulars
    D.   Posters   (2 marks)

2.   Which of the following could be an indicator of insufficient formal communication in an organisation?
    A.   Increased team work
    B.   Short reporting lines
    C.   Active grapevine
    D.   Disciplinary actions   (2 marks)

3.   Select a barrier of communication from the following:
    A.   Conflicting messages
    B.   Eloquence of speaker
    C.   Audibility of sender
    D.   Message conception   (2 marks)

4.   Which of the following terms refer to any signal that triggers the response of a receiver?
    A.   Feedback
    B.   Channel
    C.   Wavelength
    D.   Message   (2 marks)

5.   Which of the following statements explain the meaning of psychological noise in communication?
    A.   Sounds that distract the process of communication
    B.   Hearing disorders that make communication difficult
    C.   Forces within the receiver that interfere with understanding
    D.   The physical environment in which communication occurs   (2 marks)

6.   Select a purpose of horizontal communication in an organisation from the following:
    A.   Task coordination
    B.   Job instructions
    C.   Employee feedback
    D.   Major announcements   (2 marks)

7.   Choose an advantage of face-to-face communication from the following:
    A.   No corrections necessary before transmission
    B.   No time lag between transmission and reception
    C.   Easy for the receiver to remember the information
    D.   Does not require any channel for transmission   (2 marks)

8.   Which of the following is a characteristic of good listeners?
    A.   Listen passively to the speaker
    B.   Do not mentally paraphrase
    C.   Give non-verbal feedback
    D.   Use same style of listening   (2 marks)

9. Which of the following is undertaken in the revising stage of the writing process?
   A. Appropriate font formatting
   B. Restructuring of the text
   C. Brainstorming of ideas
   D. Putting words into sentences (2 marks)

10. Identify from the following, the purpose of a topic sentence in paragraph development.
    A. Ensure coherence of the paragraph
    B. Connect words in the paragraph
    C. Provides a summary of the main idea
    D. Basis for determining the heading (2 marks)

11. Which of the following statements explain the term fabrication in relation to unethical presentation?
    A. Making up information and presenting it as true
    B. Presenting information that is not original
    C. Using other peoples' ideas as one's own
    D. Presenting information that is not audience-friendly (2 marks)

12. Select a guideline followed while preparing a speech using the manuscript method.
    A. Write the speech on one side of the page
    B. Write an outline to help in the delivery
    C. Use a monotone to read the speech
    D. Commit the speech to memory (2 marks)

13. Which of the following is a strategy for dealing with stage fright while making a presentation?
    A. Interesting introduction
    B. Rehearsing and practicing
    C. Choice of captivating topic
    D. Choice of suitable occasion (2 marks)

14. Which of the following could be used by a speaker to offer proof of validity of an argument presented?
    A. Humor
    B. Conclusion
    C. Statistics
    D. Objective (2 marks)

15. Select a technique that a speaker could use to hold the audience's attention from the following:
    A. Choosing a simple topic
    B. An entertaining venue
    C. Use of variety of visual aids
    D. Introducing the presentation (2 marks)

16. Which of the following should be the focus of an interviewer at the opening of an interview?
    A. Ask questions to achieve interview goals
    B. Establish purpose and time of the interview
    C. Give interviewer a chance to ask questions
    D. Building rapport with the interviewee (2 marks)

17. Identify an advantage of unstructured interviews from the following:
    A. Allows uniformity in answers provided
    B. Suitable for assessing personal qualities
    C. Saves time taken to conduct the interview
    D. Promotes subjectivity in the interviewing process (2 marks)

18. Which of the following is a role of the interviewer in enhancing an ethical interviewing process?
    A. Design clear questions
    B. Publish the interview results
    C. Ask open-ended questions
    D. Misrepresent personal facts (2 marks)

19. Choose a benefit of virtual meetings from the following.
    A. Allows personal contact of attendees
    B. More access to non-verbal feedback
    C. Are not prone to environmental distractions
    D. Encourage shy members to participate freely (2 marks)

20. Which of the following is a problem that could be caused by imbalanced participation in a meeting?
    A.   Writing of unclear and incomplete minutes
    B.   Lack of meeting control by the chairperson
    C.   Failure to capture potentially useful ideas
    D.   Failure to adhere to the agenda of meeting   (2 marks)

21. In the context of ethical communication, identify a way in which the sender could ensure completeness of information.
    A.   Avoid withholding information
    B.   Avoid manipulative language
    C.   Respect other communicators
    D.   Do not state facts as opinions   (2 marks)

22. Which of the following ethical principles emphasises on considering the impact of communication on all takeholders?
    A.   Transparency
    B.   Responsibility
    C.   Fairness
    D.   Respect   (2 marks)

23. Which of the following is a role of ethics in external communication?
    A.   Complete the communication process
    B.   Promote positive organisation culture
    C.   Ensure legal compliance
    D.   Enhance employee morale   (2 marks)

24. Select a measure that management could use to identify unethical ICT behaviour.
    A.   Limit use of technology
    B.   Establish ethical ICT policy
    C.   Monitor staff passwords
    D.   Back-up ethical information   (2 marks)

25. Which of the following is a measure of ensuring ethical content in a website?
    A.   Confidentiality of information
    B.   Including detailed information
    C.   Use of images and colour
    D.   Credibility of information   (2 marks)

26. Which of the following is unethical in relation to visual aids?
    A.   Exaggerating visuals
    B.   Displaying visuals
    C.   Variety of visuals
    D.   Using real objects   (2 marks)

27. Identify an example of machine-assisted-communication through the internet.
    A.   Chat rooms
    B.   Network
    C.   Newspapers
    D.   Magazines   (2 marks)

28. Choose a type of communication where tone, expression and movements are significant:
    A.   Telephone conversation
    B.   Face to face conversation
    C.   Written communication
    D.   Mobile communication   (2 marks)

29. Choose a type of communication method that has an instant effect and it is quick for the receiver to understand.
    A.   Visual communication
    B.   Verbal communication
    C.   Use of body language
    D.   Written communication   (2 marks)

30. Choose the term used for the study of physical distance and its influence on human interactions.
    A. Posture
    B. Gestures
    C. Proxemics
    D. Kinetics (2 marks)

31. Identify a method used to overcome the loss of information that occurs in an upward flow of communication.
    A. Policy schemes
    B. Socio-psychological
    C. Eye-contacts
    D. Suggestion schemes (2 marks)

32. Choose the correct order of steps in the listening process.
    A. Interpreting, hearing, evaluating and response
    B. Evaluating, hearing interpreting and response
    C. Hearing, interpreting, evaluating and response
    D. Hearing, response, evaluating and interpreting (2 marks)

33. Which of the following is a reason for conducting unstructured interviews?
    A. Ensure candidates are exposed to same questions
    B. Reduce the risk of introducing individual bias
    C. Reduces time taken to conduct the interview
    D. Allows better understanding of the candidate (2 marks)

34. What term refers to a discussion among persons of equal status in an organisation?
    A. Vertical communication
    B. Upward communication
    C. Legal communication
    D. Horizontal communication (2 marks)

35. Identify a barrier to communication that arises from learnt and personal attributes.
    A. Self-centred attitudes
    B. Selective perception
    C. Socio-psychological
    D. Group identification (2 marks)

36. Choose a communication distortion that occurs as information flows upwards and downwards in an organisation.
    A. Filtering and editing
    B. Response delays
    C. Mental bloc
    D. Status bloc (2 marks)

37. Choose the term used to describe the application of moral values in the decision-making process.
    A. Behaviour
    B. Ethics
    C. Principles
    D. Values (2 marks)

38. Select a technique that could be used to encourage ethical communication in an organisation.
    A. Introducing ethical dilemmas
    B. Reinforcing ethical prejudices
    C. Addressing ethical issues
    D. Having strong team leaders (2 marks)

39. Which of the following is way of promoting transparency in the communication process?
    A. Confidentiality of sensitive information
    B. Ensuring that information given is timely
    C. Ensuring full disclosure of information
    D. Using the right channel to give feedback (2 marks)

40. Which of the following violates the principle of honesty in communication?
    A. Irrelevancy
    B. Deception
    C. Privacy
    D. Inconsistency (2 marks)

41. Which of the following statements gives the meaning of ethical issues?
    A. Behaviour considered binding
    B. Behaviour based on by laws
    C. Standards of right and wrong
    D. Cultural views and rites (2 marks)

42. Choose a method of ensuring that the use of audio-visual communication facilitates accurate interpretation.
    A. It is accompanied by narration
    B. It is accompanied by music
    C. Make use of interludes
    D. It allows interruptions (2 marks)

43. What would be an efficient replacement for memos in inter-office communication?
    A. Meetings
    B. Reports
    C. E-mails
    D. Proposals (2 marks)

44. Which of the following is an informal channel that operates with no set rules?
    A. Counselling
    B. Correspondence
    C. Complains
    D. Grapevine (2 marks)

45. Choose a principle that helps to promote courtesy in the use of business letters.
    A. Giving correct facts
    B. Using correct style
    C. Relevant facts
    D. Prompt reply (2 marks)

46. Which is the third stage in the communication process?
    A. Decoding of message
    B. Selecting the channel
    C. Interpreting the message
    D. Giving of feedback (2 marks)

47. Which among the following is a demerit of informal communication in an organisation?
    A. Applies rules and regulations
    B. Spreads in a very slow pace
    C. Solidarity among employees
    D. Could cause resentment (2 marks)

48. Which of the following is a benefit of using notices in communication?
    A. They are convenient
    B. Immediate feedback
    C. Clutters notice board
    D. Expensive to prepare (2 marks)

49. Which of the following is undertaken before a formal meeting?
    A. Sending the notice
    B. Introducing members
    C. Adjourning meeting
    D. Following agenda (2 marks)

50. Which of the following is a duty of the secretary in a meeting?
    A. Maintain discipline
    B. Adjourn the meeting
    C. Prepare the agenda
    D. Write the minutes (2 marks)

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DIPLOMA IN DATA MANAGEMENT AND ANALYTICS (DDMA)

DIPLOMA IN COMPUTER NETWORKS AND SYSTEMS ADMINISTRATION (DCNSA)

LEVEL I

COMMUNICATION SKILLS AND ETHICS

MONDAY: 24 April 2023. Afternoon Paper.   **Time Allowed: 2 hours.**

Answer ALL questions by indicating the letter (A, B, C or D) that represents the correct answer. This paper is made up of fifty (50) Multiple Choice Questions. Each question is allocated two (2) marks.

1.   Identify a technique of making oral communication effective.
       A.   Visual attractiveness
       B.   Logical sequence
       C.   Correct spellings
       D.   Proper paragraphing

2.   Which of the following is an advantage of using visual aids in communication?
       A.   Enable comparison
       B.   Immediate feedback
       C.   Enhance complexity
       D.   Easy to modify

3.   The following are barriers of communication:
       (i)   Noise
       (ii)   Information overload
       (iii)   Prejudice
       (iv)   Use of wrong channel
       (v)   Language
       (vi)   Distance

       Which of the following represents barriers caused by the sender?

       A.   (ii), (iv), (v)
       B.   (i), (ii), (iv)
       C.   (ii), (v), (vi)
       D.   (ii), (iv), (vi)

4.   Which of the following is a psychological barrier to effective communication?
       A.   Denotation
       B.   Prejudgment
       C.   Connotation
       D.   Culture

5.   Why is feedback important during a communication process?
       A.   Convert data from one form to another
       B.   Maintain business relationships
       C.   Ensure easy transmission of data
       D.   Increase accuracy of data entry

6.   Identify a way in which the sender could contribute to effective communication.
       A.   Proper decoding
       B.   Timely feedback
       C.   Appropriate channel
       D.   Active listening

7. Which of the following is a challenge associated with non-verbal communication?
   A. Possibility of misinterpretation
   B. Slow transmission of messages
   C. Cannot be used to express emotions
   D. Complete method of communication

8. What term refers to communication between a manager in one department and a subordinate in another?
   A. Diagonal
   B. Vertical
   C. Horizontal
   D. Lateral

9. Which of the following is a role of a receiver in ensuring effective communication?
   A. Proper encoding
   B. Attentive listening
   C. Ensure audibility
   D. Conceiving message

10. Identify a demerit of grapevine communication.
    A. Inflexible
    B. Spreads fast
    C. Lacks authenticity
    D. It is multidirectional

11. Which is the third stage in the process of writing business documents?
    A. Editing
    B. Drafting
    C. Revising
    D. Writing

12. Which of the following is a guideline followed while writing an effective business document?
    A. Use of active voice
    B. Use of many words
    C. Start with new ideas
    D. Use abbreviations

13. How does a memorandum differ from e-mail communication?
    A. Cannot be sent online
    B. Sends long messages
    C. Have a salutation
    D. Used only internally

14. Which of the following is used as a polite way to end a business letter?
    A. Enclosure included
    B. Complimentary close
    C. Authors signature
    D. Reference initials

15. Identify an item that could be included in an appendix of an investigative report?
    A. Sources of information
    B. Sample questionnaires
    C. Visual aids
    D. Table of content

16. Which of the following is a purpose of business reports?
    A. Provide factual information
    B. Give subjective recommendations
    C. Inclusion of a letter of transmittal
    D. Provide sources of information

17. Which of the following is a purpose of business presentations?
   A. Persuade audience
   B. Analyse audience
   C. Demonstrate knowledge
   D. Gain audience attention

18. Which of the following could contribute to the effectiveness of a presentation?
   A. Large number of visual aids
   B. Making lengthy presentations
   C. Increase time taken if necessary
   D. Share right amount of information

19. Which of the following is a purpose of audience analysis before a presentation?
   A. To inform audience the topic
   B. Determine audience expectations
   C. Help in visiting presentation venue
   D. Determine audiences' presentation skills

20. Identify a way in which a speaker could ensure effective use of visual aids during a presentation.
   A. Ensure they contain all information in the text
   B. Distribute them to all members of the audience
   C. Use as many visual aids as possible
   D. Ensure they are well elaborated and explained

21. Identify a method of speech delivery that could limit speaker's eye contact with the audience.
   A. Impromptu
   B. Memorised
   C. Manuscript
   D. Extemporaneous

22. Which of the following is a demerit of impromptu method of speech delivery?
   A. Inadequate preparation
   B. Detailed content
   C. Lack of audience
   D. Lack of summary

23. Which of the following is a purpose of questions and answer session during a presentation?
   A. Capture audience's interest
   B. Get required feedback
   C. Introduce suitable humour
   D. Do audience analysis

24. Identify a limitation of a structured job interview?
   A. No uniformity in the hiring process
   B. Poor measure of personal qualities
   C. Candidates may reveal irrelevant facts
   D. Not very useful for gathering facts

25. Which of the following makes an interviewee keep records of an interview?
   A. Help in answering questions correctly
   B. Helps to impress the interviewer
   C. Helps in getting favourable results
   D. Help in preparing follow up messages

26. Which of the following nonverbal signal could indicate confidence during an interview?
   A. High pitched voice
   B. Arrival on time
   C. Appropriate space
   D. Appropriate posture

27. Why does an interviewer give feedback to unsuccessful candidate?
   A. To recognise them
   B. Give encouragement
   C. As a matter of courtesy
   D. To develop their skills

28. Which of the following is a role of a chairperson during a meeting?
   A. Circulating minutes of meeting
   B. Keeping records of discussion
   C. Ensuring adherence to agenda
   D. Determining meeting objectives

29. Identify a limitation of online meetings.
   A. Bridging gap of physical distance
   B. Difficult to get opinions of members
   C. Discourage team collaboration
   D. Loss of in-person interaction

30. Which of the following could enhance the convenience of online meetings?
   A. Few attendees
   B. Mobile App
   C. Visual aids
   D. Note taking

31. What is the advantage of teleconferencing?
   A. Allows face to face contact
   B. Enhance team collaboration
   C. Allows use of visual aids
   D. Promote use of nonverbal cues

32. Identify an objective of writing minutes during a meeting.
   A. Background for future discussions
   B. Guides the order of the meeting
   C. Helps in the smooth flow of meeting
   D. Informs members of an upcoming meeting

33. What is the purpose of holding committee meetings in an organisation?
   A. Appoint executive directors
   B. Give instructions to staff
   C. Collective decision-making
   D. Confirmation of executive decisions

34. Which of the following is a duty of a secretary after a meeting?
   A. Receiving visitors
   B. Sending agenda
   C. Circulating minutes
   D. Arranging venue

35. What term refers to a situation that presents various causes of moral actions, none of which is clearly acceptable?
   A. Decision making
   B. Ethical dilemma
   C. Code to ethics
   D. Unethical choice

36. Which of the following is a technique of achieving accuracy in communication?
   A. Prompt feedback
   B. Give correct facts
   C. Use ethical language
   D. Paraphrasing messages

37. What term refers to reliability and trustworthiness of information?
    A. Information ethics
    B. Data privacy
    C. Data validation
    D. Data integrity

38. Which of the following is a technique of enhancing data security?
    A. Data sharing
    B. Data storage
    C. Data access
    D. Access control

39. Which term explains the act of unethically intercepting digital data?
    A. Fabrication
    B. Hacking
    C. Plagiarism
    D. Retrieving

40. Which of the following is an unethical information communication technology practice?
    A. Spamming
    B. Browsing
    C. Competition
    D. Data mining

41. Which of the following is a source of ethical ICT regulations?
    A. Internet
    B. Books
    C. Media
    D. Legislation

42. Identify a measure that could be undertaken to control unethical ICT practices in an organisation?
    A. Make quality decisions
    B. Avoid ethical dilemma
    C. Provide ethical training
    D. Handling online data

43. Which of the following statement describes the meaning of phishing in ICT?
    A. Tricking online users into surrendering private information
    B. Giving employees unrealistic deadlines and expectations
    C. The act of changing computer information without authority
    D. Producing counterfeit copies of computer programs

44. Which of the following is a provision of the data protection law?
    A. Data can be transferred to any other country it is needed
    B. Data may be obtained and stored for any purpose
    C. Data must be processed within the data subject rights
    D. Data must be stored for as long as is practically possible

45. Which of the following is used to protect an individual from software piracy?
    A. Patent
    B. Copyright
    C. Trademark
    D. Password

46. Identify a mechanism used by management to control ICT practices in an organisation?
    A. Using e-mail communication
    B. Determining personal values
    C. Establishing an ICT policy
    D. Use of digital communication

47. Which of the following is an advantage of computer networks?
   A.   Help in collaboration
   B.   Helps in data validation
   C.   Enhances access control
   D.   Avoids data storage

48. Which of the following is an ethical issue in information technology?
   A.   Internet access
   B.   Data output
   C.   Data creation
   D.   Data privacy

49. Which of the following is a way of protecting business data?
   A.   Enabling files and media sharing
   B.   Using firewalls and backups
   C.   Having computer risk assessment
   D.   Use of public wi-fi when necessary

50. Identify one way in which digital communication could be used in an organisation.
   A.   Enhance listening process
   B.   Conduct interviews
   C.   Distort information
   D.   Simplify language

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DIPLOMA IN DATA MANAGEMENT AND ANALYTICS (DDMA)

DIPLOMA IN COMPUTER NETWORKS AND SYSTEMS ADMINISTRATION (DCNSA)

LEVEL I

COMMUNICATION SKILLS AND ETHICS

MONDAY: 5 December 2022. Afternoon Paper.   **Time Allowed: 2 hours.**

Answer ALL questions by indicating the letter (A, B, C or D) that represents the correct answer. This paper is made up of fifty (50) Multiple Choice Questions. Each question is allocated two (2) marks.

1. Which of the following is a purpose of communication in an organisation?
    A. Facilitates decision-making
    B. Reduce the need for meetings
    C. Enable efficient filing of records
    D. Ensure confidentiality of data   (2 marks)

2. Which of the following explains receiver's response to a message in the communication process?
    A. Decoding
    B. Understanding
    C. Feedback
    D. Interpretation   (2 marks)

3. Identify a communication barrier that could be caused by the sender.
    A. Inaudibility
    B. Inattentiveness
    C. Attitude
    D. Distraction   (2 marks)

4. What is the other name for semantic barriers to communication?
    A. Psychological barriers
    B. Physical barriers
    C. Status barriers
    D. Language barriers   (2 marks)

5. Identify one way in which conciseness could be achieved in communication?
    A. Use of appropriate language
    B. Use of simple and clear words
    C. Ensuring accuracy of information
    D. Avoiding wordy expressions   (2 marks)

6. Which of the following is the main purpose of installing suggestion boxes in an organisation?
    A. Improve employee engagement
    B. Improve lateral communication
    C. Enable persuasive communication
    D. Enable faster flow of information   (2 marks)

7. Which of the following is an advantage of visual communication?
   A. Completes the communication process
   B. Promotes faster understanding
   C. Easier to adjust and prepare
   D. They are very economical (2 marks)

8. Which of the following could be an indicator of effective listening?
   A. Paraphrasing the message
   B. Interrupting the speaker
   C. Not asking questions
   D. Use of appropriate tone (2 marks)

9. The following are the stages of the communication process:
   (i) Decoding
   (ii) Encoding
   (iii) Conceiving the message
   (iv) Selecting the channel
   (v) Feedback

   Which of the following sets indicate the correct order of stages of the communication process?

   A. (v), (iv), (iii), (i), (vi)
   B. (iv), (v), (iii), (i), (vi)
   C. (v), (i), (iii), (iv), (vi)
   D. (iv), (iii), (v), (i), (vi) (2 marks)

10. In relation to the writing process, identify an activity undertaken during the prewriting stage of business documents.
    A. Writing the first draft
    B. Checking spellings
    C. Brainstorming ideas
    D. Proofreading the content (2 marks)

11. Which of the following is a characteristic of an effective advertisement?
    A. Detailed
    B. Humorous
    C. Appealing
    D. Formal (2 marks)

12. Which of the following is a disadvantage of using notices in business communication?
    A. Cannot reach many people.
    B. They lack feedback
    C. They are expensive
    D. Have no future record (2 marks)

13. Which letter layout has everything starting at the left- hand margin?
    A. Indented
    B. Verbatim
    C. Fully-blocked
    D. Schematic (2 marks)

14. Identify one distinguishing feature between a memorandum and a letter as means of formal communication.
    A. Memos have no complementary close
    B. Memos should be clear and concise
    C. Memos contain the main body
    D. Memos do not have a signature (2 marks)

15. Identify a purpose of the 'terms of reference' section of a business report.
    A. States the purpose of the report
    B. Gives a description of methods used
    C. States the information gathered
    D. Contains the signature of the author (2 marks)

16. Which of the following could enhance the effectiveness of written communication?
    A. Use of jargons and humour
    B. Use of tonal variations
    C. Rehearsal and practice
    D. Use of logical sequence (2 marks)

17. Which of the following is a challenge of using email in business communication?
    A. Expensive to send
    B. Spreads very fast
    C. Information overload
    D. Limited geographical coverage (2 marks)

18. Identify an objective of rehearsing before making a presentation.
    A. Boosts speaker's confidence
    B. Helps to analyse the audience
    C. Helps to gain more knowledge
    D. Helps in choosing a suitable topic (2 marks)

19. Which of the following could determine the type of visual aid to use during a presentation?
    A. Speakers appearance
    B. Size of audience
    C. Length of speech
    D. Language used (2 marks)

20. Select one reason that makes it necessary for a speaker to visit the venue before a presentation?
    A. Determine the occasion
    B. Determine size of visual aids
    C. Determine the language to use
    D. Familiarise with the topic (2 marks)

21. Which method of speech delivery involves use of short notes?
    A. Extemporaneous
    B. Manuscript
    C. memorized
    D. Paraphrasing (2 marks)

22. Identify a challenge associated with the impromptu method of speech delivery.
    A. Takes a lot of time to deliver
    B. Does not involve the audience
    C. Lack of knowledge of subject-matter
    D. Lack of adequate preparation (2 marks)

23. Why is it important to include a good conclusion in a presentation?
    A. Leave a lasting impression
    B. Capture audience attention
    C. Arouse audience interest
    D. Allow choice of the topic (2 marks)

24. Which of the following is a benefit of structured interviews?
    A. Helps to gather ample data
    B. It is a very flexible method
    C. It is very interactive
    D. Reduces biased opinions   (2 marks)

25. Why is it important for an interviewer to keep records of a job interview?
    A. Help in efficient filing
    B. Avoid omitting some questions
    C. Serves as documentary evidence
    D. Facilitates interview planning   (2 marks)

26. Which of the following is a feature of highly unstructured interviews?
    A. No predetermined questions
    B. There is uniformity of questions
    C. Mainly generates quantitative data
    D. Easier and faster to conduct   (2 marks)

27. Identify a disadvantage of using closed-ended questions during an interview?
    A. Seeks specific replies
    B. Time-consuming
    C. Limits responses
    D. Unsuitable for comparisons   (2 marks)

28. Which of the following is a type of formal meeting?
    A. Brainstorming meeting
    B. Board meeting
    C. Ad hoc meeting
    D. Working party   (2 marks)

29. Identify the use of an agenda in a meeting?
    A. Maintains records of a meeting
    B. Enhances attendance of a meeting
    C. Informs members of date of meeting
    D. Ensures relevant matters are discussed   (2 marks)

30. What term is used to refer to the official written record of the proceedings of a meeting?
    A. Minutes
    B. Report
    C. Resolutions
    D. Notice   (2 marks)

31. The following are roles performed in relation to formal meetings:
    (i)   Preparation and circulation of agenda.
    (ii)   Control the order of meeting
    (iii)   Give the casting vote
    (iv)   Elect officials
    (v)   Form a quorum
    (vi)   Adjourn the meeting
    (vii)   Make frequent summaries
    (viii) Dominate the meeting.

    Which of the following sets represent roles played by the chairperson?

    A. (ii), (iii), (vi), (vii)
    B. (i), (ii), (iv), (v)
    C. (ii), (iv), (v), (viii)
    D. (iii), (vi), (vii), (viii)   (2 marks)

32. Identify a factor that has led to the popularity of audio conferences.
    A.   Ability to use visual aids
    B.   Easy to control attendance
    C.   Convenience in setting up
    D.   Easy to observe non-verbal cues   (2 marks)

33. Which of the following could be considered unethical with regard to chairing meetings?
    A.   Controlling the meeting
    B.   Presiding over a meeting
    C.   Monopolizing the meeting
    D.   Restricting the number of attendees   (2 marks)

34. Choose one way that a chairperson could encourage participation of quiet members during a meeting.
    A.   Solicit for their input
    B.   Ensuring punctuality
    C.   Be an active listener
    D.   Stick to the topic   (2 marks)

35. Which of the following should be included in a notice for a meeting?
    A.   Name of chairperson
    B.   Duration of meeting
    C.   Matters arising
    D.   Venue of meeting   (2 marks)

36. Which of the following describes transparency as a principle of ethical communication?
    A.   Communicating only what is truthful
    B.   Disclosing all relevant information
    C.   Avoiding use of technical language
    D.   Revealing all business secrets   (2 marks)

37. Identify one way of ensuring credibility in the use of social media.
    A.   Regular posting of information
    B.   Responding to only positive posts
    C.   True and consistent information
    D.   Presence on all social media sites   (2 marks)

38. Which of the following is a way of promoting data integrity?
    A.   Regular retrieval
    B.   Ensure accuracy
    C.   Ensure conciseness
    D.   Easy accessibility   (2 marks)

39. Identify a factor that could influence ethical communication.
    A.   Personal values
    B.   Size of organisation
    C.   Reporting lines
    D.   Open-door policy   (2 marks)

40. Which of the following is an ethical responsibility of a good speaker?
    A.   Use of humour and quotations during the presentation
    B.   Ensuring there is a suitable introduction and conclusion.
    C.   Developing visual aids that do not distort facts and statistics
    D.   Use of many non-verbal cues to enhance understanding   (2 marks)

41. Why is it important to integrate ethics in business communication?
    A. Enhances corporate image
    B. Allows availability of information
    C. Ensures achievement of goals
    D. Improves the decision-making process (2 marks)

42. Identify a strategy that could be used to enhance data privacy?
    A. Classifying information
    B. Withholding feedback
    C. Use of written channels
    D. Limiting access (2 marks)

43. Which of the following represents unethical communication?
    A. Unsolicited reports
    B. False advertisements
    C. Poor quality goods
    D. Complaint letters (2 marks)

44. Which of the following is an ethical way of dealing with customer data?
    A. Share it with friendly business competitors
    B. Use it only for the purpose it was collected
    C. Ensure its accessible to all who need to use it
    D. Ensure it is clear, complete and transparent (2 marks)

45. Which of the following term refers to a link between a number of computers both within and outside the organisation?
    A. Network
    B. Internet
    C. Extranet
    D. Web (2 marks)

46. Why is it important to install intranet in an organisation?
    A. Easy communication with customers
    B. Wide geographical coverage
    C. Enhance grapevine communication
    D. Easy retrieval of information (2 marks)

47. Identify an impact of mobile technology in business communication.
    A. Increase in cost of communication
    B. Has enhanced telecommuting
    C. Reduced the need for training
    D. Reduced need for storage of data (2 marks)

48. How could a sender enhance integrity in the communication process?
    A. Ensure the information sent is correct
    B. Use of passive voice in communication
    C. Use of correct grammar and punctuation
    D. Ensure timely and accurate feedback (2 marks)

49. Identify one challenge of digital communication.
    A. Limited geographical coverage
    B. No record for future reference
    C. Require physical proximity
    D. Affected by power outage (2 marks)

50. Why is it important to maintain an employees' code of ethics?
    A.   Provide evidence of ethical practices
    B.   To encourage harassment of employees
    C.   Help in employee performance appraisal
    D.   Help in orientation of new employees   (2 marks)

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DIPLOMA IN DATA MANAGEMENT AND ANALYTICS (DDMA)

DIPLOMA IN COMPUTER NETWORKS AND SYSTEMS ADMINISTRATION (DCNSA)

LEVEL I

COMMUNICATION SKILLS AND ETHICS

MONDAY: 1 August 2022. Afternoon paper.   **Time Allowed: 2 hours.**

This paper is made up of fifty (50) Multiple Choice Questions. Answer ALL questions by indicating the letter (A, B, C or D) that represents the correct answer. Each question is allocated two (2) marks.

1.   Effective communication could tend to:
      A.   Reduce the relationships among employees
      B.   Reduce listening ability
      C.   Increase employees' resistant to change
      D.   Improve interpersonal relations   (2 marks)

2.   The term "grapevine" is also known as:
      A.   Downward communication
      B.   Informal communication
      C.   Upward communication
      D.   Horizontal communication   (2 marks)

3.   An idea in communication is **NOT** expressed through _____ means:
      A.   Verbal
      B.   Vocal
      C.   Visual
      D.   Vehement   (2 marks)

4.   Users of media for their own end are identified as:
      A.   Passive audience
      B.   Active audience
      C.   Positive audience
      D.   Negative audience   (2 marks)

5.   Group communication is also regarded as:
      A.   Intrapersonal communication
      B.   Inter-personal communication
      C.   Organisational communication
      D.   Mass communication   (2 marks)

6.   Which of the following is the **CORRECT** chronological order in the communication process.
      A.   Encoding - idea creation - channel selection - decoding - feedback
      B.   Encoding - channel selection - idea creation - feedback - decoding
      C.   Idea creation - channel selection - encoding - decoding - feedback
      D.   Idea creation - encoding - channel selection - decoding - feedback   (2 marks)

7.   Which of the following **BEST** explains the role of brochures?
      A.   For inquiries by the customer
      B.   For advertising products and services
      C.   For organising workshops
      D.   For inducting employees   (2 marks)

8. The following are key features of mass media communication **EXCEPT**?
   A. Has great power to influence society
   B. Offer limited choices of media platforms to audience
   C. Is impacted by happenings in the society
   D. Constitutes technical and institutional methods of communication (2 marks)

9. A good communicator begins his/her presentation with a _____:
   A. Complex question
   B. Non-sequitur
   C. Repetitive phrase
   D. Ice-breaker (2 marks)

10. Effective communication pre-supposes:
    A. Non-alignment
    B. Domination
    C. Passivity
    D. Understanding (2 marks)

11. When verbal and non-verbal messages are contradictory, most people believe:
    A. Intermediate messages
    B. Verbal messages
    C. Non-verbal messages
    D. Aggressive messages (2 marks)

12. Expressive communication is driven by:
    A. Passive aggression
    B. Encoder's personality
    C. External clues
    D. Encoders-decoders contract (2 marks)

13. _____ is not a form of outdoor media:
    A. Bulletins
    B. Webcast
    C. Placards
    D. Banners (2 marks)

14. Story telling in a presentation helps to _____:
    A. Build astonishment
    B. Build concentration
    C. Build anticipation
    D. Stifle attention (2 marks)

15. Ideological codes shape our collective:
    A. Productions
    B. Perceptions
    C. Consumptions
    D. Creations (2 marks)

16. _____ is not one of the 7C's of effective communication:
    A. Concreteness
    B. Courtesy
    C. Coherence
    D. Conciseness (2 marks)

17. Clarity in communication has the following characteristics **EXCEPT**:
    A. Makes understanding easier
    B. Makes use of concrete words
    C. Makes use of jargons in explanations
    D. Makes use of appropriate words (2 marks)

18. Which of the following statements is **FALSE** about intrapersonal communication?
    A. Enables a person to open up and discuss matters
    B. Enables a person to shape self-concept
    C. Enables a person to develop one's convictions
    D. Enables a person to interpret messages and ideas (2 marks)

19. Courtesy in communication could be hindered by _____.
    A. Avoiding anger
    B. Use of positive words
    C. Use of discriminating words
    D. Refraining from preaching   (2 marks)

20. The following factors are considered important in effective oral communication **EXCEPT**.
    A. Enunciation
    B. Modulation
    C. Projection
    D. Deletion   (2 marks)

21. The message may be misinterpreted because of _____:
    A. Barriers
    B. Distortions
    C. Distractions
    D. Noise   (2 marks)

22. The following common errors should be avoided in a presentation **EXCEPT**.
    A. Avoiding pretence
    B. Making the body stiff
    C. Noding down
    D. Showing awkward gestures   (2 marks)

23. Proxemics refers to in communication refers to the:
    A. Study of cultural patterns and interactions
    B. Study of the distance between people and objects
    C. Study of body languages and vocal cues
    D. Study of time and its impacts on people   (2 marks)

24. The following statement is **FALSE** on the elements of a good business report.
    A. It is subjective in nature
    B. It serves some business purpose
    C. It is logical and comprehensive
    D. It helps the process of decision making   (2 marks)

25. Which of the following is **NOT** mentioned in a notice of a meeting?
    A. Age of chairman
    B. Name of organisation
    C. Venue
    D. Date   (2 marks)

26. Which of the following statements **FALSE** on the agenda of a meeting?
    A. Ensures every point is taken up for discussion
    B. Facilitates the preparation of the notice
    C. Ensures only relevant matters are discussed
    D. Facilitates the preparation of minutes   (2 marks)

27. Which of the following statements is **WRONG** on the characteristics of an advertising message?
    A. It has brevity
    B. It has intelligibility
    C. It has discord
    D. It has suggestiveness   (2 marks)

28. Which of the following contains no illustration or logos?
    A. Television
    B. Magazines
    C. Classified advertisements
    D. Cinema   (2 marks)

29. Cross-cultural miscommunication occurs due to _____.
    A. Marriage
    B. Religious beliefs
    C. Cultural heritage
    D. Assumption of similarity   (2 marks)

30. Which type of interview includes a process in which the employability of the job applicant is evaluated?
    A. Stress interview
    B. Screening interview
    C. Group interview
    D. Behavioural interview (2 marks)

31. Which of the following is **NOT** a characteristic of a structured interview?
    A. Complex to replicate
    B. Sequential in nature
    C. Utilises standard process
    D. Uses a quantitative approach (2 marks)

32. The following is **NOT** a result of the widespread use of digital technology during the COVID-19 lockdowns.
    A. Reduced feeling of loneliness
    B. Increased irritability
    C. Increased information support
    D. Increased emotional support (2 marks)

33. Which of the following statement is **FALSE** on email communication?
    A. Emails lack a personal touch
    B. Emails cause informational overload
    C. Emails can be phished
    D. Emails cannot spread computer viruses (2 marks)

34. In oral communication, there is a possibility of immediate _____.
    A. Reaction
    B. Response
    C. Reflection
    D. Reset (2 marks)

35. The following strategies are followed during media interviews **EXCEPT**:
    A. Make clear and concise statements
    B. Make your voice authoritative
    C. Make use of appropriate nonverbal cues
    D. Make audience familiar to you (2 marks)

36. Email discussions are most productive when _____.
    A. Leader indicates his name before making a comment
    B. Leader posts one question at a time with deadline to respond
    C. Leader influences members to make decisions
    D. Leader allows members to participate on fixed schedule and pace (2 marks)

37. Which of the following is **NOT** a step to take before attending a meeting?
    A. Make list of questions
    B. Read materials distributed
    C. Stay focused
    D. Study the agenda (2 marks)

38. The following are pillars of ethical communication **EXCEPT**.
    A. Openness
    B. Clarity
    C. Respect
    D. Calmness (2 marks)

39. Which of the following is **NOT** an outcome of frequent unethical behaviour in an organisation?
    A. Financial liability
    B. Public relation crises
    C. Public goodwill
    D. Operational desolation (2 marks)

40. Which of the following is an effect of robust external communication?
    A. Better business prospects
    B. Effective coordination
    C. Greater efficiency
    D. Improved understanding (2 marks)

41. Memos are useful for the following purposes **EXCEPT**?
    A. Communicate policy changes
    B. Confirm decisions made
    C. Answer recurring enquiries
    D. Issue instructions (2 marks)

42. Which of the following characteristics is **NOT** to be considered in writing a headline of a press report?
    A. Catchy
    B. Suggestive
    C. Prompt
    D. Explicit (2 marks)

43. Which of the following is **NOT** a function of nonverbal cues?
    A. Regulate
    B. Authenticate
    C. Complement
    D. Accent (2 marks)

44. The following are methods of evaluating information **EXCEPT**?
    A. Recency
    B. Relevance
    C. Readable
    D. Reliability (2 marks)

45. X is a director of XYZ Ltd. He sits in the interview panel scheduled to interview B who is his nephew. B has qualified in the written examination for a job at XYZ Ltd. Which of the following ethical issues apply to X?
    A. Nepotism
    B. Conflict of interest
    C. Corruption
    D. Embezzlement (2 marks)

46. The following statement **LEAST** explains a strategy of controlling nervousness while delivering a speech:
    A. Go over the speech in the mind
    B. Practise positive self-talk
    C. Concentrate on the message
    D. Use positive mental imaging (2 marks)

47. The following guidelines should be observed when developing slides for a presentation **EXCEPT**?
    A. Use action oriented verbs
    B. Use oriented words
    C. Use abstract nouns
    D. Use a consistent style (2 marks)

48. Which of the following is **NOT** a channel of downward communication?
    A. Performance reports
    B. Emails
    C. Memos
    D. Information manual (2 marks)

49. Which of the following statements is **FALSE** on the ethics committee in an organisation?
    A. Oversees arbitration of conflicts
    B. Oversees compliance with rules of conduct
    C. Ensures an organisation enforces accountability
    D. Oversees compliance with regulations (2 marks)

50. The following are negative consequences of the use of social media in an organisation **EXCEPT**?
    A. Can lead to tarnishing of the organisation image
    B. It is a tool of gossip in an organisation
    C. Systems may acquire viruses corrupting essential files
    D. Helps the organisation to counter competition (2 marks)

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DDMA LEVEL I

COMMUNICATION SKILLS AND ETHICS

MONDAY: 4 April 2022. Afternoon paper.   **Time Allowed: 3 hours.**

Answer ALL questions.   **Each question is allocated one (1) mark.**

1.   A _____ links the sender to the receiver.
      (a)   Feedback.
      (b)   Channel.
      (c)   Pipe.
      (d)   Communication.   (1 mark)

2.   The _____ in the use of words might be a barrier to effective communication.
      (a)   Distortion.
      (b)   Disturbance.
      (c)   Discrimination.
      (d)   Disorder.   (1 mark)

3.   Communication without words is known as_____.
      (a)   Object communication.
      (b)   Written communication
      (c)   Non-verbal communication.
      (d)   Oral communication.   (1 mark)

4.   Which of the following is not included in the communication cycle?
      (a)   Sender.
      (b)   Message.
      (c)   Receiver.
      (d)   Programming.   (1 mark)

5.   _____ is the person who transmits the message.
      (a)   Feedback.
      (b)   Channel.
      (c)   Sender.
      (d)   Receiver.   (1 mark)

6.   Interference to communication is known as_____.
      (a)   Sender.
      (b)   Receiver.
      (c)   Barrier.
      (d)   Channel.   (1 mark)

7.   Pitch, loudness, duration, intonation and tempo of communication is referred to as_____.
      (a)   Touches.
      (b)   Prosody.
      (c)   Gestures.
      (d)   Haptics.   (1 mark)

8.   Complaint letters are also referred to as_____.
      (a)   Persuasive letters.
      (b)   Claim letters.

(c) Formal letters.
(d) Sales letters. (1 mark)

9. Communication that takes place between members of the same organisation is called_____.
(a) External communication.
(b) Formal communication.
(c) Information communication.
(d) Internal communication. (1 mark)

10. Which of the following writing styles is suitable for a memo?
(a) Informal.
(b) Formal.
(c) Neutral.
(d) Impersonal. (1 mark)

11. Communication is part of _____ skills for managers in an organisation.
(a) Soft.
(b) Hard.
(c) Neutral.
(d) Managerial. (1 mark)

12. _____ is the response to a sender's message.
(a) Channel.
(b) Relay.
(c) Distortion.
(d) Feedback. (1 mark)

13. A _____ context highlights the similarity of backgrounds between the receiver and the sender.
(a) Chronological.
(b) Cultural.
(c) Political.
(d) Physical. (1 mark)

14. Dress code is an example of _____ communication.
(a) Verbal.
(b) Non-verbal.
(c) Political.
(d) Physical. (1 mark)

15. A letter that announces some information as message to large number of people at a time is called_____?
(a) Notice.
(b) Circular.
(c) Memo.
(d) Letter. (1 mark)

16. Oral communication concentrates on _____?
(a) Body language.
(b) Language and tone of voice.
(c) Facial expression.
(d) Listening and hearing. (1 mark)

17. Visual communication depends on the following factors:
(a) Signs, symbols and pictures.
(b) Text messages.
(c) Posture.
(d) Body language. (1 mark)

18. _____ is the final step in the communication cycle.
(a) Encoding.

(b)   Decoding.

(c)   Feedback.

(d)   Receiving.   (1 mark)

19.   Which of the following is an example of oral communication?

(a)   Newspapers.

(b)   Letters.

(c)   Phone calls.

(d)   E-mail.   (1 mark)

20.   Nodding your head in agreement is an example of _____.

(a)   Expression.

(b)   Posture.

(c)   Body language.

(d)   Para language.   (1 mark)

21.   Orders and directives are associated with:

(a)   Downward communication.

(b)   Upward communication.

(c)   Diagonal communication.

(d)   Horizontal communication.   (1 mark)

22.   Receiving a sales order can be classified as:

(a)   Formal communication.

(b)   Informal communication.

(c)   Horizontal communication.

(d)   Vertical communication.   (1 mark)

23.   The writer of a good business letter must _____ in the writing.

(a)   Be sincere.

(b)   Be humorous.

(c)   Be serious.

(d)   Be formal.   (1 mark)

24.   Simplicity in writing means:

(a)   Use of simple words.

(b)   Use of simple sentences.

(c)   Use of simple tenses.

(d)   All of the above.   (1 mark)

25.   A memorandum is intended for _____ use.

(a)   Internal.

(b)   External.

(c)   Formal.

(d)   Informal.   (1 mark)

26.   Communication is a _____.

(a)   One-way process.

(b)   Two-way process.

(c)   Three-way process.

(d)   Four-way process.   (1 mark)

27.   A collection letter is associated with _____.

(a)   Debtors.

(b)   Creditors.

(c)   Company.

(d)   Customers.   (1 mark)

28.   _____ refers to the special language of a professional.

(a) Jargon.
(b) Expression.
(c) Colloquial.
(d) Suggestion.   (1 mark)

29. _____ is the main part of a report.
    (a) Conclusion.
    (b) Recommendations.
    (c) Description.
    (d) References.   (1 mark)

30. The most important part of an official letter is the _____.
    (a) The heading.
    (b) Body of the letter.
    (c) Date.
    (d) Post script.   (1 mark)

31. The process of turning thoughts into communication is referred to as:
    (a) Encoding.
    (b) Response.
    (c) Decoding.
    (d) Feedback.   (1 mark)

32. Minutes that describe in details what is discussed during a meeting are called_____.
    (a) Narrative.
    (b) Resolution.
    (c) Formal.
    (d) Informal.   (1 mark)

33. Which of the following is not a type of interview?
    (a) Structured.
    (b) Semi-structured.
    (c) Formal.
    (d) Unstructured.   (1 mark)

34. Which of the following is **not** advised when planning the question order of a structured interview?
    (a) Be wary of asking an earlier question that alter the salience of later questions.
    (b) Expect some variation in the order in which questions are asked.
    (c) Ask questions about sensitive and embarrassing issues last.
    (d) Group the questions into logical organised sections.   (1 mark)

35. Closed ended questions are those that:
    (a) Have a fixed range of possible answers.
    (b) Prevent respondents from allocating themselves to a category.
    (c) Encourage detailed elaborate responses.
    (d) Relate to the basic characteristics of respondents.   (1 mark)

36. The acronym "CATI" stands for:
    (a) Camera-activated telescopic interviewing.
    (b) Computer-assisted telephone interview.
    (c) Corrective anti-terrorist interview.
    (d) Critical analysis of telepaths interview.   (1 mark).

37. Why is it important for structured interviews to follow a standardised procedure.
    (a) To increase validity as the interview can be adapted for each respondent.
    (b) To increase reliability because all respondents receive same interview stimulus.
    (c) To allow an in-depth exploration of topic.
    (d) To make it easier for untrained interviewers to carry out complex surveys. (1 mark)

38. A show card:
    (a) Prevents respondents from expressing opinions about a statement.
    (b) Encourage discussion of sensitive personal information.
    (c) Enables respondents to choose from a range of possible answers.
    (d) Used by researchers to prevent their repots. (1 mark)

39. A filter question is one that:
    (a) Ensures all respondents are asked all questions in the same order.
    (b) Leaves a space for respondents to write long and detailed answers.
    (c) Helps interviewer to avoid asking irrelevant questions.
    (d) Allows supervisors to distinguish between good and ban interviewers.

40. Why prepare an interview guide before conducting semi-structured interviews?
    (a) To ensure different interviewees will be comparable and relevant to research questions.
    (b) To calculate statistical significance of results.
    (c) To allow participants complete control of topics they discuss.
    (d) To make the sample more representative. (1 mark)

41. The dimension of culture of people about unstructured and structured situations is classified as:
    (a) Certainty follower.
    (b) Uncertainty avoidance.
    (c) Certainty non-avoidances.
    (d) Uncertainty follower. (1 mark)

42. Which of the following is **not** a disadvantage of telephone interviewing?
    (a) Researchers spend less time and money on travelling.
    (b) Some interviewees might not own a telephone.
    (c) It is difficult to build rapport with interviewee.
    (d) Interviewers cannot use visual cues such as show cards. (1 mark)

43. What are ethical judgements based on?
    (a) Perception of the person judging.
    (b) Universally recognised set of values and codes.
    (c) Cultural beliefs.
    (d) The code of rights. (1 mark)

44. Who determines whether behaviour is ethical?
    (a) The professional body.
    (b) The clients you care for.
    (c) Someone in a managerial role.
    (d) Your stakeholders. (1 mark)

45. Which of the following is a characteristic most looked for in ethical behaviour?
    (a) Efficiency.
    (b) Trustworthiness.
    (c) Education.
    (d) Able to receive feedback. (1 mark)

46. Which of the following is **not** a characteristic associated with ethical behaviour?
    (a) Competence.
    (b) Respectful.
    (c) Cunning.
    (d) Integrity. (1 mark)

47. What does integrity mean?
    (a) Truthful and honest.
    (b) Educated and of high standing.
    (c) Competent and respectful.
    (d) Truthful and astute. (1 mark)

48. What are ethics?
   (a) Rules and regulations that guide professionalism.
   (b) The quality of speaking the truth.
   (c) The ability to do something successful or efficiently.
   (d) Ability to accurately assess situations or people. (1 mark)

49. Which of the following is **not** a characteristic of an ethical person?
   (a) Honest.
   (b) Plagiarist.
   (c) Integrity.
   (d) Accountable. (1 mark)

50. What is a code?
   (a) A law that determines the guiding principles and wellbeing of service providers.
   (b) A law that guides the expected behaviours and standards of healthcare.
   (c) A guideline of rules and ways of acting within an industry to set a series of standards.
   (d) System of rules which a particular industry recognises as regulating the action of its members.

51. What does ethics deal with?
   (a) The wider community.
   (b) Business.
   (c) Right and wrong.
   (d) Nothing. (1 mark)

52. An _____ is a problem, situation or opportunity requiring an individual group or organisation to choose among several actions that must be evaluated as right or wrong.
   (a) Crisis.
   (b) Ethical issue.
   (c) Indictment.
   (d) Fraud. (1 mark)

53. What is meant by the phrase CSR?
   (a) Corporate social responsibility.
   (b) Company social responsibility.
   (c) Corporate society responsibility.
   (d) Company society responsibility. (1 mark)

54. _____ sets out the purpose and general direction for the organisation.
   (a) Purpose statement.
   (b) Mission statement.
   (c) Vision statement.
   (d) Profit statement. (1 mark)

55. To be successful, business ethics programs need to:
   (a) Focus on personal opinions of employees.
   (b) Be limited to senior executives.
   (c) Educate employees on formal ethical frameworks and models of decision making.
   (d) Promote the use of emotions in making tough ethical decisions. (1 mark)

56. Most companies begin the process of establishing organizational ethics programs by developing.
   (a) Ethics training programs.
   (b) Codes of conduct.
   (c) Ethics enforcement mechanisms.
   (d) Hidden agendas. (1 mark)

57. Which factor affects ethical and unethical behavior?
   (a) Ethical dilemma.

(b)   Diversity.
(c)   Teamwork.
(d)   Open communication.   (1 mark)

58.   Which of the following is an ethical issue:
      (a)   Education.
      (b)   Accounting practices.
      (c)   Environmental responsibility.
      (d)   Sexual harassment.   (1 mark)

59.   Publishing a wrong information in the internet is_____.
      (a)   An issue of computer ethics.
      (b)   An issue of morality.
      (c)   An issue of computer equity.
      (d)   An issue of digital divide.   (1 mark)

60.   Which of the following techniques in business organisations and firms is used in protecting IT assets:
      (a)   Ethical hacking.
      (b)   Unethical hacking.
      (c)   Fixing bugs.
      (d)   Internal data breach.   (1 mark)

61.   _____ is not a type of breach cyber-crime:
      (a)   Data theft.
      (b)   Installing antivirus for protection.
      (c)   Damage to data systems.
      (d)   Forgery.   (1 mark)

62.   The theory that advocates for belief in making discussions for the good of the people is known as_____?
      (a)   Utilitarianism.
      (b)   Teleology.
      (c)   Deontology.
      (d)   Egoism.   (1 mark)

63.   A presentation is a form of oral communication in which a person shares factual information with an audience that is _____.
      (a)   Specific.
      (b)   Small.
      (c)   Large.
      (d)   Mixed.   (1 mark)

64.   The presenter acts as the:
      (a)   Delivery of the information.
      (b)   Medium of the information.
      (c)   Advocate of the information.
      (d)   Supporter of the information.   (1 mark)

65.   The three major elements of presentation do not include:
      (a)   An audience.
      (b)   Specific content.
      (c)   A presenter.
      (d)   Visual aids.   (1 mark)

66.   Which of the following is considered inappropriate when making a presentation?
      (a)   Reading out to the audience.
      (b)   Using visual aids.
      (c)   Using visual aids.
      (d)   Asking for feedback.

(e)   Speaking in a clear voice.   (1 mark)

67.   To select the content of your presentation you should consider the audience needs and _____?
    (a)   Your purpose.
    (b)   The time limit.
    (c)   Available material.
    (d)   To ask questions.   (1 mark)

68.   When giving a presentation infront of an audience, you should do all of the following **except** for_____.
    (a)   Speak loud and clear.
    (b)   Provide handout if needed.
    (c)   Dress professionally.
    (d)   Look at your screen no the audience.   (1 mark)

69.   The key to successful presentation is _____.
    (a)   Practice.
    (b)   Preparation.
    (c)   Effort.
    (d)   Both (a) and (b).   (1 mark)

70.   A good presenter should;
    (a)   Be well groomed.
    (b)   Dress well.
    (c)   Speak clearly.
    (d)   All of the above.   (1 mark)

71.   To become more effective, you need to take control of:
    (a)   The material.
    (b)   The audience.
    (c)   Your behaviour.
    (d)   All of the above.   (1 mark)

72.   _____ of a presentation is the most important part.
    (a)   Beginning.
    (b)   Middle.
    (c)   End.
    (d)   None of the above.

73.   In the beginning, you should give firstly:
    (a)   Your introduction.
    (b)   Summary of a topic.
    (c)   Ask irrelevant questions.
    (d)   Ask further information.   (1 mark)

74.   All your information in a presentation should support your_____.
    (a)   Purpose.
    (b)   Ideas.
    (c)   Topic.
    (d)   Merits.   (1 mark)

75.   A good presenter should:
    (a)   Sequence their ideas.
    (b)   Manage the time.
    (c)   Clear all the confusion.
    (d)   All of the above.   (1 mark)

76.   A conclusion should be:
    (a)   Detailed.
    (b)   Lengthy.
    (c)   Difficult words.

(d)   Specific key points.   (1 mark)

77. A speech must advance_____.
    (a)   Dishonesty.
    (b)   Negativity.
    (c)   Truth.
    (d)   Aggressiveness.   (1 mark)

78. Positive gestures are body signals that make you look_____.
    (a)   Relaxed.
    (b)   Hurtful.
    (c)   Nervous.
    (d)   Arrogant.   (1 mark)

79. We ran out of time and we were forced to _____ the meeting.
    (a)   Allocate.
    (b)   Address.
    (c)   Adjourn.
    (d)   All of the above.   (1 mark)

80. If you have a _____ please wait until joseph has finished speaking.
    (a)   Commence.
    (b)   Comment.
    (c)   Formality.
    (d)   An answer.   (1 mark)

81. The board members couldn't come to a _____ so they had to hold a vote.
    (a)   Grievance.
    (b)   Designate.
    (c)   Consensus.
    (d)   Conclusion.   (1 mark)

82. Eva was a way on business and could not attend the AGM therefore_____ was assigned.
    (a)   A show of hands.
    (b)   An apology.
    (c)   A proxy.
    (d)   An addendum.   (1 mark)

83. In this _____ the chairman thanked everyone for doing such a good job.
    (a)   Final agenda.
    (b)   Last ballot.
    (c)   Closing remarks.
    (d)   Entire speech.   (1 mark)

84. Since everyone was so _____ we were able to finish the meeting early.
    (a)   Participant.
    (b)   Punctual.
    (c)   Confidential.
    (d)   Angry.   (1 mark)

85. We will be discussing this year's profits at the _____ next month.
    (a)   AOB.
    (b)   AGM.
    (c)   GAM.
    (d)   Proxy.   (1 mark)

86. At the meeting, the Managing Director put forward _____ to eliminate part time positions.

(a) An action.
(b) A caution.
(c) A motion.
(d) A vote. (1 mark)

87. Which of the following people would be unlikely to attend a formal meeting?
    (a) Shareholders.
    (b) Board members.
    (c) Senior management.
    (d) Junior management. (1 mark)

88. _____ is a list of items discussed in a meeting.
    (a) Quorum.
    (b) Financial reports.
    (c) Agenda.
    (d) Members' names. (1 mark)

89. Individual and team meetings are one of the modes of _____
    (a) External communication.
    (b) No communication.
    (c) Internal communication.
    (d) None of the above. (1 mark)

90. At the end of a meeting, it is most important to ensure that everyone is aware of_____.
    (a) Who said most.
    (b) Who said the least.
    (c) Who is responsible for carrying out the decisions made.
    (d) Who said nothing. (1 mark)

91. Meetings are convened to find out facts and _____.
    (a) Keep employees busy.
    (b) Waste valuable time.
    (c) Decrease information overload.
    (d) Devise alternatives. (1 mark)

92. Internal communication can _____ by providing better understanding of corporate goals.
    (a) Increase productivity.
    (b) Decrease morale.
    (c) Increase confusion.
    (d) All of the above. (1 mark)

93. The _____ is the tool that controls the meeting.
    (a) Minutes.
    (b) Feedback.
    (c) Meeting agenda.
    (d) Time sheet. (1 mark)

94. Stick to set timings for _____.
    (a) Closing the meeting.
    (b) Warm up.
    (c) Breaks.
    (d) Each item on the meeting agenda. (1 mark)

95. RAM is placed on _____.
    (a) Hard disk.
    (b) Extension board.
    (c) Motherboard.

(d)   USB.   (1 mark)

96.   Which of the following is **not** a web browser?
(a)   Firefox.
(b)   Facebook.
(c)   Chrome.
(d)   Safari.   (1 mark)

97.   URL stands for_____.
(a)   Universal resource location.
(b)   Universal response locator.
(c)   Unified response location.
(d)   Uniform resource locator.   (1 mark)

98.   Which of the following statement is correct?
(i)   NKM stands for new knowledge network.
(ii)   MOOCs are offline courses.
(iii)   Param shivay is a super computer.
(iv)   Clock rate of CPU is measured in gigabytes.
(a)   (i) and (ii) only.
(b)   (i) and (iii) only.
(c)   (iii) and (iv) only.
(d)   (ii) only.   (1 mark)

99.   Which are the major issues arising out of the growing reliance of information technology?
(i)   Profitability.
(ii)   Security threats.
(iii)   Privacy concerns.

(a)   (i) and (ii) only.
(b)   (i) and (iii) only.
(c)   (ii) and (iii) only.
(d)   (i), (ii) and (iii).   (1 mark)

100.   The convenient place to store contact information for quick retrieval in e-mail is:
(a)   Address book.
(b)   Address box.
(c)   Message box.
(d)   Message book.   (1 mark)

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