



CERTIFIED INFORMATION SYSTEMS SOLUTIONS EXPERT (CISSE)

FOUNDATION LEVEL

COMMUNICATION SKILLS AND ETHICS IN INFORMATION SYSTEMS

TUESDAY: 2 December 2025. Morning 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 reasons explains why feedback is important in internal communication?
 - A. Helps evaluate competitors
 - B. Enhances understanding
 - C. It increases product sales
 - D. Ensures message retention(2 marks)
2. John is preparing for a job interview. He talks to himself in the mirror, practicing answers and imagining possible questions. Which one of the following types of communication is reflected in this scenario?
 - A. Intrapersonal communication
 - B. Interpersonal communication
 - C. Reflective communication
 - D. Personal communication(2 marks)
3. Which one of the following flows of communication could help in reducing delays through bypassing the chain of command?
 - A. Horizontal
 - B. Upward
 - C. Diagonal
 - D. Grapevine(2 marks)
4. Which one of the following strategies could be used to overcome barriers created by assumptions made during communication?
 - A. Providing feedback
 - B. Using non-verbal cues
 - C. Summarising messages
 - D. Verification of facts(2 marks)
5. The principle of completeness ensures that a message _____.
 - A. highlights the main points without including unnecessary details
 - B. the message is expressed in simple and understandable terms
 - C. provides sufficient information for the receiver to take action
 - D. reflects accuracy and consistency with organisation objectives(2 marks)
6. Which one of the following reasons **BEST** explains why management in an organisation might insist on the use of official communication channels?
 - A. Improves accuracy by transmitting messages to selected audience
 - B. Provides documentation by keeping records of all communication
 - C. Reduces time wastage by ensuring prompt delivery of message
 - D. Maintains accountability by following a clear chain of command(2 marks)

7. Which one of the following publicity materials is often used to announce newsworthy events to the media?
A. Public Posters
B. Press release
C. Brochure
D. News letters (2 marks)
8. Which one of the following sentences is correctly punctuated?
A. She said, "I will meet you at 5 o'clock."
B. She said, "I will meet you at 5 o'clock".
C. She said "I will meet you at 5 o'clock."
D. She said I will meet you at 5 o'clock. (2 marks)
9. Which one of the following actions should be taken after completing the first draft of a business letter?
A. Edit the draft for obvious errors in grammar, spelling and punctuation
B. Revise the document's overall structure, logic and clarity of argument
C. Immediately submit it to the manager for their initial review and approval
D. Focus on integrating the organisation's logo and the correct page layout (2 marks)
10. An organisation needs to apologise to a major client for a significant error. Which one of the following documents could be the **MOST** appropriate for this purpose?
A. A formal business letter written on official letterhead
B. Internal memorandum addressed to customer service team
C. A circular describing the steps taken to correct the mistake
D. A social media post prepared for quick delivery of the message (2 marks)
11. Which one of the following actions should one take first when making a professional telephone call?
A. Ask directly for what they want to save time
B. Introduce themselves and state purpose of call
C. Start with pleasantries to sound friendly
D. Wait patiently for the receiver to speak first (2 marks)
12. A customer presents an oral complaint to an officer who repeats the key point back. Which of the following statements explains why this technique is important in effective listening?
A. Shows the officer already knew the concern beforehand
B. Discourages the customer from adding more details
C. Ensures that the complaint is properly recorded for use
D. Confirms the customer's message is well understood (2 marks)
13. Which one of the following actions could be a way to use facial expressions effectively?
A. Using common expression throughout the conversation
B. Forcing a smile even when upset to contain anxiety
C. Avoiding expressions to look serious in message delivery
D. Matching expressions with tone and content of message (2 marks)
14. Which one of the following effects could result from overuse of hand gestures during communication?
A. Possible distractions
B. Enhanced attention
C. Better understanding
D. Audience connections (2 marks)
15. Which one of the following physical barriers may prevent effective non-verbal communication?
A. Poor grammar
B. Poor visibility
C. Cultural difference
D. Colourful charts (2 marks)
16. A presenter uses hand movements while explaining a point. Which one of the following benefits could accrue from the use of hand movements?
A. Conveys confidence and strengthens sincerity
B. Replaces spoken words and reduces explanation
C. Reinforces the spoken message for more clarity
D. Contradicts verbal ideas and creates understanding (2 marks)

17. You are presenting sales growth over the last 5 years to shareholders. Which one of the following visual aids could best convey trends?
A. Photographs
B. Pie-chart
C. Flipchart
D. line graphs (2 marks)
18. A speaker has been allocated 30 minutes for a presentation but has prepared material to cover 45 minutes. Which one of the following strategies should be used by the speaker to stay within time?
A. Increase the speaking speed so all material is covered in the time available
B. Deliver all the prepared material even if it means exceeding the allocated time
C. Identify the key points and remove less important content to fit within the time
D. Present the introduction and conclusion while skipping most of the other details (2 marks)
19. During an interview, a candidate was asked: *"How would you handle a drop in sales?"* Which one of the following types of questions did the interviewer use?
A. Behavioural question
B. Situational question
C. Closed question
D. Technical question (2 marks)
20. Which one of the following actions should be taken by an interviewee after completing an interview?
A. Share interview question to other interviewees
B. Calling the interviewer often for updates
C. Reviewing questions asked in interview
D. Sending a thank-you note to the interviewer (2 marks)
21. Which one of the following types of interviews is designed as a casual conversation between the interviewer and the candidate?
A. Stress interview
B. Informal interview
C. Structured interview
D. Diagnostic interview (2 marks)
22. Which one of the following statements explains why a researcher could choose to use an unstructured interview?
A. To explore complex or sensitive issues in greater depth and detail
B. To obtain standardized responses suitable for statistical comparison
C. To minimise preparation by asking only a few pre-set questions
D. To collect uniform answers that are easy to record and compare (2 marks)
23. Which one of the following interviewers' behaviour is likely to make a candidate uncomfortable in a job selection interview?
A. Interviewing the candidate for only a short period of time.
B. Starting with a small talk unrelated to the main purpose.
C. Allowing the interviewee to ask questions about the post
D. Using overly formal tone that reduces warmth and empathy (2 marks)
24. Which one of the following documents is sent to successful candidates after interview detailing the job title, salary, benefits and start date?
A. Invitation letter
B. Job specification
C. Job offer letter
D. Interview schedule (2 marks)
25. Which one of the following statements refers to 'motion' in relation to meetings?
A. The physical movement of members during a meeting
B. A formal proposal put forward for consideration
C. General discussion among members not yet concluded
D. Pace of taking minutes when the meeting is ongoing (2 marks)

26. Which one of the following actions by a member could make a meeting unproductive?
- A. Failure to attend meeting on time
 - B. Failure to record attendance
 - C. Failure to file agenda of the meeting
 - D. Listing few items on the agenda
- (2 marks)
27. Which one of the following security measures ensures that only invited guests join an online meeting?
- A. Regular updates
 - B. Screen sharing
 - C. Encryption
 - D. Password
- (2 marks)
28. Which one of the following disadvantages is associated with holding a hybrid meeting in an organisation?
- A. Boredom and distractions
 - B. Inflexibility and inconvenience
 - C. It has unequal participation
 - D. Geographical limitations
- (2 marks)
29. Which one of the following actions is part of the chairperson's duty before a meeting commences?
- A. Ensuring the previous meeting documentary filed
 - B. Ensuring proper notice of the meeting is sent
 - C. He should confirm implementation of decision
 - D. Sending out notice and agenda to the member
- (2 marks)
30. Which one of the following statements explains how minutes support accountability after a meeting?
- A. By documenting the names of all participants present
 - B. By listing the major topics that were discussed in detail
 - C. By including the presentations shared during the meeting
 - D. By recording tasks assigned and responsible persons
- (2 marks)
31. When preparing for a meeting, which one of the following documents should participants review to understand what will be discussed?
- A. Agenda of upcoming meeting
 - B. Minutes of previous meeting
 - C. Notice prepared in advance
 - D. Chairperson's personal notes
- (2 marks)
32. Which one of the following statements explains how a meeting host ensures participants remain engaged during an online meeting?
- A. Allowing participants to multitask
 - B. Using interactive digital features
 - C. Speaking for the entire duration
 - D. Having all microphones turned on
- (2 marks)
33. Which one of the following statements best describes an ad-hoc report?
- A. Prepared at regular intervals, such as monthly
 - B. Required by law and submitted to a special body
 - C. Report that summarizes daily operations and incidents
 - D. Created for a specific purpose, on a one-time basis
- (2 marks)
34. Which one of the following statements explains the **MAIN** reason for proofreading a report?
- A. Add more personal opinions to the report
 - B. Ensure accuracy, clarity, before submission
 - C. To completely rewrite the findings section
 - D. Shorten the length of the report drastically
- (2 marks)
35. Which one of the following limitations could be experienced by businesses relying only on blogs for customer engagement?
- A. Limited control over reader comments
 - B. Reduced access to information by reader
 - C. Requires professional image to deliver
 - D. Blogs cannot be shared on social media
- (2 marks)

36. Which one of the following roles is played by 'respect' in ethical communication?
- A. Ensures messages are sent responsibly
 - B. Allows people to express opinions fast.
 - C. Encourages quick communication
 - D. Ensures content is well understood
- (2 marks)
37. Which one of the following statements states the reason why openness is important in ethical communication?
- A. Hides weaknesses of the receiver
 - B. Enhances one-way communication
 - C. Allows sharing of ideas and feedback
 - D. Enhances concreteness in messages
- (2 marks)
38. Which one of the following practices is ethical in relation to meetings?
- A. Starting the meeting when all members have arrived
 - B. Respecting everyone's speaking time and avoid interruptions
 - C. Using your phone to record the deliberations for reference
 - D. Sharing of personal information to gain an advantage
- (2 marks)
39. Which one of the following statements reflects the ethical responsibility of a speaker during a presentation?
- A. Presenting accurate and truthful information to the audience
 - B. Giving detailed data to make the presentation more convincing
 - C. Avoiding questions to avoid diluting the message
 - D. Making presentation lengthy to engage the audience
- (2 marks)
40. Which one of the following practices could be an unethical data mining practice?
- A. Collecting data transparently with user permission
 - B. Conducting analysis on publicly available posts
 - C. Tracking individuals' activities without their consent.
 - D. Using multiple sources to get data for analysis
- (2 marks)
41. Which one of the following ethical issues arises when a researcher translates a published article to another language and publishes it in their name without citing the original author?
- A. Ethical translation
 - B. Paraphrasing
 - C. Plagiarism
 - D. Literature review
- (2 marks)
42. Which one of the following statements refers to the term accountability in ethical communication?
- A. Blaming others for message errors
 - B. Taking responsibility for your words
 - C. Avoiding feedback from multiple ends
 - D. Giving information from known sources
- (2 marks)
43. A manager has to decide whether to tell employees about impending layoffs. Being truthful may cause panic, while withholding the news avoids stress temporarily. Which one of the following ethical dilemmas is experienced in this situation?
- A. Honesty and harm prevention
 - B. Respect and company loyalty
 - C. Honesty and responsibility
 - D. Accountability and fairness
- (2 marks)
44. Which one of the following actions reflects a way in which a receiver could demonstrate integrity during communication?
- A. Giving timely constructive responses
 - B. Agreeing with everything to avoid conflict
 - C. Keeping all messages for reference
 - D. Staying silent for better understanding
- (2 marks)
45. Which one of the following statements describes how ethical communication enhances trust in professional relationships?
- A. Ensuring detailed information is shared openly
 - B. Ensuring that information is accessible to all
 - C. Ensuring messages are truthful and respectful
 - D. Reducing amount of formal information shared
- (2 marks)

46. Which one of the following organisational factors could influence ethical communication?
- A. Personal beliefs
 - B. Legal frameworks
 - C. Number of employees
 - D. Culture and policies
- (2 marks)
47. Which one of the following scenarios could result to conflict between honesty and organisational pressure in ethical communication?
- A. A manager chooses email instead of phone to communicate with suppliers
 - B. An employee is asked to exaggerate product benefits in a business presentation
 - C. A secretary deciding whether to schedule a meeting in the morning or evening
 - D. A supervisor assigns tasks to team members based on their personal relationship
- (2 marks)
48. Which one of the following reasons could make a manager cross-check financial figures in a report with official bank statements before submission?
- A. Ensure consistency of information
 - B. Ensure relevance of information
 - C. Ensure conciseness of information
 - D. Ensure accuracy of information
- (2 marks)
49. Which one of the following issues is a common ethical concern addressed by information technology regulations?
- A. Unauthorised use and access to sensitive personal data
 - B. Inconsistent connectivity of different computer systems
 - C. Selective inaccessibility to cloud-based storage solutions
 - D. Sharing organisational data across multiple online platforms
- (2 marks)
50. Which one of the following steps should be undertaken first while checking the credibility of data?
- A. Ensuring the collected data can be distributed quickly to stakeholders for immediate use
 - B. Comparing the data collected with other available information found on the internet
 - C. Identifying the original source of the data and the context in which it was gathered
 - D. Considering which parties might gain an advantage if the data is accepted as true
- (2 marks)
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CISSE FOUNDATION LEVEL

COMMUNICATION SKILLS AND ETHICS IN INFORMATION SYSTEMS

TUESDAY: 19 August 2025. Morning 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 examples relates to intrapersonal communication?
 - A. Interaction between two friends
 - B. Reading a book aloud to a friend
 - C. Reflecting silently on a decision
 - D. Sharing internal mail to colleagues

(2 marks)

2. Which one of the following roles is played by tone of voice in communication?
 - A. Ensures audibility
 - B. Enhances memory
 - C. Display competence
 - D. Convey emotions

(2 marks)

3. Which one of the following challenges could be experienced during public communication?
 - A. Reaching a diverse audience
 - B. Mixed cultural interference
 - C. Managing interpersonal conflict
 - D. Excessive audience interaction

(2 marks)

4. Which one of the following factors contributes to effective communication in small groups?
 - A. Use multiple speakers
 - B. Information overload
 - C. Balanced participation
 - D. Informal language use

(2 marks)

5. Which of one the following challenges is associated with “grapevine communication”?
 - A. Could delay communication
 - B. Spread incomplete information
 - C. Could be resisted by employees
 - D. It is authoritative and flexible

(2 marks)

6. Which one of the following communication channels is **MOST** appropriate for delivering sensitive feedback to an employee?
- A. Private message
 - B. Post office mail
 - C. Face-to-face meeting
 - D. Social media post
- (2 marks)
7. Which one of the following is a way to overcome emotional barriers to communication?
- A. Share your experiences
 - B. Share intentions early
 - C. Use soothing tone
 - D. Practicing empathy
- (2 marks)
8. Which one of the following reasons explains why it is important to keep a questionnaire clear and concise?
- A. Cover readers concerns
 - B. Get accurate responses
 - C. Make it appear neat
 - D. Reach more respondents
- (2 marks)
9. Which one of the following statements gives the purpose of the drafting stage in the writing process?
- A. Polish the final version of the text
 - B. Brainstorming and generating ideas
 - C. Developing and expanding ideas
 - D. Publish the writing for an audience
- (2 marks)
10. Which one of the following statements describes the purpose of an “attention line” in a business letter?
- A. To indicate the desired sender of the letter
 - B. Indicate specific department to handle the letter
 - C. To indicate the reason for sending the letter
 - D. Draw interest to important sections of a letter
- (2 marks)
11. Which one of the following statements explains the purpose of advertisement?
- A. Reduce cost of production
 - B. Make the brand name noticed
 - C. Eliminate need for middlemen
 - D. Increase market competition
- (2 marks)
12. Which one of the following functions could be served by a memorandum in communication?
- A. Enhance business goodwill
 - B. Create public awareness
 - C. To convey information
 - D. To analyse information
- (2 marks)
13. Which one of the following stages in the listening process allows the listener to assign meaning to the message?
- A. Understanding
 - B. Responding
 - C. Receiving
 - D. Remembering
- (2 marks)

14. Which one of the following elements is key in creating an effective persuasive message?
- A. Detailed introduction
 - B. A clear call to action
 - C. List of related facts
 - D. Sympathetic tone
- (2 marks)
15. Which one of the following practices is encouraged during a telephone conversation?
- A. Speak very fast to save time
 - B. Record the entire conversation
 - C. Speak clearly and listen actively
 - D. Use multiple informal languages
- (2 marks)
16. Which one of the following techniques could improve oral communication during a team meeting?
- A. Encourage monologue
 - B. Message repetition
 - C. Complete silence
 - D. Interactive dialogue
- (2 marks)
17. Which one of the following barriers could be created by a person wearing dark sunglasses indoors during a conversation?
- A. Kinesics distortion
 - B. Facial inaccessibility
 - C. Environmental interference
 - D. Emotional misunderstanding
- (2 marks)
18. Which one of the following statements describes a cultural barrier to non-verbal communication?
- A. Using multiple body signals by listener
 - B. Different interpretations of eye contact
 - C. Lack of training in presentation skills
 - D. Background noise during a conversation
- (2 marks)
19. Which one of the following reasons make non-verbal communication important in cross-cultural interactions?
- A. Eliminates all cultural misunderstandings
 - B. Conveys meaning that is always universal
 - C. Helps convey intent when language is a barrier
 - D. It is less noticeable in international settings
- (2 marks)
20. Which one of the following types of audience analysis involves observing audience reactions during a speech?
- A. Situational analysis
 - B. Demographic analysis
 - C. Psychological analysis
 - D. Real-time analysis
- (2 marks)
21. Which one of the following actions is the first step in preparing an effective presentation?
- A. Designing attractive slides
 - B. Understanding the purpose
 - C. Practicing in front of a mirror
 - D. Choosing the ideal topic
- (2 marks)

22. Which one of the following reasons explains why it is important to use transitions between sections in a presentation?
- A. Helps to emphasise key points
 - B. Makes the slides more detailed
 - C. Helps in the logical flow of points
 - D. Allows time for audience to reflect
- (2 marks)
23. Which one of the following actions could be used by a presenter to make a complex topic easy in a presentation?
- A. break topic to sections
 - B. use native language
 - C. speak audibly
 - D. skip difficult parts
- (2 marks)
24. Which one of the following challenges is associated with highly structured interviews?
- A. Limited range of answers
 - B. Usually takes more time
 - C. They are difficult to control
 - D. Needs highly skilled interviewers
- (2 marks)
25. Which one of the following characteristics is associated with unstructured interviews?
- A. Fixed order of questions
 - B. Standard scoring system
 - C. Flexible conversation
 - D. Single topics covered
- (2 marks)
26. Which one of the following reasons explains why it is important for interviewees to prepare questions to ask during an interview?
- A. Test the interviewer's knowledge
 - B. Keep the interview going longer
 - C. Display candidate's intelligence
 - D. Show interest and engagement
- (2 marks)
27. Which one of the following actions is the first step in conducting an interview?
- A. Selecting the venue
 - B. Evaluating candidate
 - C. Preparing questions
 - D. Thank the candidate
- (2 marks)
28. Which one of the following activities should be done before a meeting begins?
- A. Test equipment and prepare materials
 - B. Start discussing topics informally
 - C. Prepare a follow-up summary
 - D. Collect past feedback from attendees
- (2 marks)

29. Which one of the following types of teleconferencing uses both audio and visual communication?
- A. Audio conferencing
 - B. Video conferencing
 - C. Conference call
 - D. Radio conferencing
- (2 marks)
30. Which one of the following factors distinguishes a formal meeting from an informal meeting?
- A. Must have records of proceedings
 - B. Allow contribution of members
 - C. There is no requirement of notice
 - D. Involves making of resolutions
- (2 marks)
31. Which one of the following meetings is informal?
- A. Board meeting
 - B. Training meeting
 - C. Committee meeting
 - D. Brainstorming meeting
- (2 marks)
32. Which one of the following elements should be avoided during the writing phase of a report?
- A. Varied tones
 - B. Biased language
 - C. Single topic
 - D. Short sentences
- (2 marks)
33. Which one of the following benefits is achieved by a writer from creating an outline before writing a report?
- A. Helps in avoiding proofreading later
 - B. Eliminates the need for research
 - C. Helps structure the content logically
 - D. Helps skip the introduction section
- (2 marks)
34. Which one of the following steps should be undertaken first when preparing to write a report?
- A. Writing the conclusion
 - B. Conducting interviews
 - C. Defining the purpose
 - D. Creating a bibliography
- (2 marks)
35. Which one of the following benefits could accrue to a business from maintaining a corporate blog?
- A. Improving employee commitment
 - B. Improving customer engagement
 - C. Increases software download speed
 - D. Enhances company activities
- (2 marks)
36. Which one of the following objectives could be achieved from use of social media analysis in an organisation?
- A. Reduce need of customer feedback
 - B. Monitor competitors' profits
 - C. Measure communication effectiveness
 - D. Replace all email communication
- (2 marks)

37. Which one of the following reasons describes why it is important to avoid misleading information in communication?
- A. Reduces the need for visuals
 - B. Eliminates need for explanation
 - C. Increases engagement temporarily
 - D. Helps build trust and credibility
- (2 marks)
38. Which one of the following reasons explains why accuracy is important in ethical communication?
- A. Makes the message timely and concrete
 - B. Ensures target right audience effectively
 - C. Helps ensure informed decision-making
 - D. Increases eloquence in message delivery
- (2 marks)
39. Which one of the following elements guides decision-making when faced with an ethical dilemma?
- A. Company values
 - B. Popular opinion
 - C. Personal gain
 - D. Previous experiences
- (2 marks)
40. Which one of the following protection methods ensures that data has not been tampered with?
- A. Biometric login
 - B. Data masking
 - C. Digital signatures
 - D. File renaming
- (2 marks)
41. Which one of the following ethical principles is violated by collecting user data without informing them?
- A. User Accuracy
 - B. Data Transparency
 - C. Data Aging
 - D. Data compression
- (2 marks)
42. Which one of the following benefits is attained from merging information?
- A. Presenting a coherent narrative
 - B. Limiting the amount of content
 - C. Creating a detailed conclusion
 - D. Include multiple source material
- (2 marks)
43. Which one of the following reasons explains why Deepfakes are considered unethical in information technology?
- A. Increase consumption of data
 - B. Increase access to user files
 - C. Reduce internet speed connection
 - D. Can manipulate public opinion
- (2 marks)
44. A code of ethics helps organisations _____.
- A. avoid making decisions
 - B. improve customer reviews
 - C. guide employee behavior

D. increase profits directly (2 marks)

45. Employees in an organisation are encouraged to be ethical to _____.
A. increase productivity in the organisation
B. promote trust and credibility with clients
C. promote loyalty towards the organisation
D. encourage equal sharing of resources (2 marks)

46. Which one of the following statements explains an advantage of compressing files before sending them via email?
A. Files open faster and enables quick feedback
B. Files are automatically deleted after viewing
C. Reduces the file size for faster download
D. Converts files to shorter, read-only format (2 marks)

47. Which one of the following scenarios could result to an ethical dilemma?
A. The sender's values differ from those of the audience.
B. Conflict between doing what is moral and what is beneficial
C. Speaker does not fully understand the organisational culture
D. The message would have an impact on social status of sender (2 marks)

48. Which one of the following statements outlines how ethical dilemmas could be resolved?
A. Making quick decisions based on experience
B. Making decisions that align with principles
C. Using procedure and focusing on end result
D. Avoiding difficult situations altogether (2 marks)

49. Which one of the following elements is protected by confidentiality in communication?
A. The speaker's reputation
B. Information from public sources
C. Private details shared in trust
D. The listener's freedom of speech (2 marks)

50. Which one of the following reasons explains why fairness is important in ethical communication?
A. Enables quick transmission of messages
B. Creates an environment of respect
C. Allows people interact freely
D. Ensures the communicator has control (2 marks)

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CISSE FOUNDATION LEVEL

COMMUNICATION SKILLS AND ETHICS IN INFORMATION SYSTEMS

WEDNESDAY: 23 April 2025. Morning 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 statements explains a purpose of communication in enhancing teamwork?
- A. Control the behaviour of members through strict instructions
 - B. Promote mutual understanding and achievement of goals
 - C. Enhance timeliness by keeping communication brief and formal
 - D. Assign tasks without encouraging feedback from members
- (2 marks)

ANSWER: B

2. Which one of the following forms of communication is effective for sensitive conversations?
- A. Oral communication, as it allows immediate feedback
 - B. Written communication, as it provides a permanent record
 - C. Visual communication, as it conveys detailed illustrations
 - D. Audio-visual communication, as it offers clarity and brevity
- (2 marks)

ANSWER: A

3. Which one of the following ways does communication enhance goal achievement in organisations?
- A. Accumulate organisational information
 - B. Aligning individual and team efforts
 - C. Identifying effective teams
 - D. Scheduling departmental meetings
- (2 marks)

ANSWER: B

4. Which one of the following reasons 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)

ANSWER: D

5. Which one of the following situations could be a reason why organisations prefer written channels of communication to oral channels of communication?

- A. Where the message sent is fairly simple
- B. When the audience is large and widespread
- C. When conveying emotions is an important factor
- D. Where careful planning is not required

(2 marks)

ANSWER: B

6. Which one of the following reasons explains why empathy is important during communication?

- A. Encourages sympathy and interaction
- B. Fosters understanding and connection
- C. Helps the receiver to express themselves
- D. Encourages intrapersonal communication

(2 marks)

ANSWER: B

7. Which one of the following statements explains the reason for using lists in written communication?

- A. Allows the readers to find main points
- B. Indicates shifts from one topic to the next
- C. Makes it easy to separate paragraphs
- D. Makes it easy to file the document

(2 marks)

ANSWER: A

8. Which one of the following techniques could be used by the writer to ensure effectiveness of a notice?

- A. Using them for internal communication only
- B. Make important words stand out by using large font
- C. Include addresses of both the sender and receiver
- D. Ensure that it is always delivered electronically

(2 marks)

ANSWER: B

9. The purpose of a subject line in a business letter is to _____.

- A. help the sender decide on the length of content
- B. help the receiver determine whether to reply
- C. help to capture the main theme of the letter
- D. show the title of the person being addressed

(2 marks)

ANSWER: C

10. Which one of the following situations describes when use of letters could be more appropriate than use of memoranda?

- A. When message to be sent is detailed
- B. When there are multiple receivers

- C. When messages are very urgent
- D. If the sender lacks writing skills

(2 marks)

ANSWER: A

11. Which one of the following statements is an advantage of using digital forms over physical forms in communication?
- A. Enables data to be preserved for future reference
 - B. Ensures all information required is collected
 - C. Enhances efficiency in collection of information
 - D. Ensures a lot of information is filled and collected

(2 marks)

ANSWER: C

12. Which one of the following sentences is properly punctuated?
- A. For the project, you will need the: following items, a laptop, a notebook and a pen
 - B. For the project, you will need the following items: a laptop, a notebook and a pen
 - C. For the project, you will need, the following items: a laptop, a notebook and a pen
 - D. For the project: you will need the following items, a laptop, a notebook and a pen

(2 marks)

ANSWER: B

13. In the context of effective listening, which one of the following actions explains the importance of limiting distractions?
- A. Reduce the number of questions asked
 - B. Gather all necessary information
 - C. Ensure use of appropriate gestures
 - D. Ensure speaker conveys all details

(2 marks)

ANSWER: B

14. Which one of the following types of communication aims at convincing the audience to embrace a specific viewpoint?
- A. Interpersonal
 - B. Interactive
 - C. Persuasive
 - D. Interpretive

(2 marks)

ANSWER: C

15. Which one of the following challenges is associated with non-verbal communication?

- A. Relies heavily on technological channels
- B. Cannot be used to express emotions effectively
- C. Difficult to convey detailed information
- D. Difficult for the audience to comprehend

(2 marks)

ANSWER: C

16. Which one of the following reasons explains why non-verbal communication is less effective in a virtual environment?

- A. The non-verbal cues available for use are limited
- B. Virtual environments do not encourage non-verbal cues
- C. Require physical presence and proximity
- D. They may interrupt the virtual session

(2 marks)

ANSWER: C

17. Which one of the following statements describes the term paralanguage?

- A. Verbal signals that convey meaning
- B. Body language used in communication
- C. Use of vocabulary in communication
- D. Vocal cues used to convey information

(2 marks)

ANSWER: D

18. Which one of the following reasons explains why it is important to understand the gestures of a communicator?

- A. Enables receiver to concentrate on the message
- B. Helps understand the emotion of the speaker
- C. Helps to emphasise on the message conveyed
- D. Enhance the confidence of the speaker

(2 marks)

ANSWER: C

19. Which one of the following is a key feature of a presentation?

- A. Delivering unstructured ideas to a large crowd
- B. Two-way conversation between individuals
- C. Structured, and goal-oriented communication
- D. Turn taking by variety of informed speakers

(2 marks)

ANSWER: C

20. Which one of the following factors could cause presentation anxiety?

- A. Fear of practicing the speech
- B. Poor techniques of presentation
- C. Presence of multiple speakers
- D. Fear of large size of audience

(2 marks)

ANSWER: D

21. In relation to presentations, which one of the following is a factor that could affect the speaker's ability to stay on schedule?

- A. Failure to use a variety of attractive visual aids
- B. Taking too much time planning and preparing
- C. Failure to control question and answer session
- D. Failure to select the right information to present

(2 marks)

ANSWER: C

22. Which one of the following guidelines should be followed while writing an outline to be used during a presentation?

- A. Write words and phrases
- B. Write complete sentences
- C. Write concise paragraphs
- D. Use a small font size

(2 marks)

ANSWER: A

23. Which one of the following interviews is conducted to evaluate multiple candidates simultaneously?

- A. Video interview
- B. Panel interview
- C. Group interview
- D. Technical interview

(2 marks)

ANSWER: C

24. Which one of the following mistakes could be made by interviewees during an interview?

- A. Giving answers only to questions asked
- B. Giving vague or too general responses
- C. Failure to ask unstructured questions
- D. Asking too many detailed questions

(2 marks)

ANSWER: B

25. Which one of the following objectives could be achieved by both an interviewer and interviewee from an interview?
- A. Persuading and convincing
 - B. Gathering information
 - C. Making first impression
 - D. Receiving a job offer
- (2 marks)

ANSWER: B

26. Which one of the following is a leader counterproductive behaviour in a meeting?
- A. Selecting participants
 - B. Controlling the meeting
 - C. Adjourning the meeting
 - D. Monopolising the meeting
- (2 marks)

ANSWER: D

27. Which one of the following happens during annual general meetings?
- A. Resolving conflict
 - B. Electing new officials
 - C. Planning group trips
 - D. Negotiating new wages
- (2 marks)

ANSWER: B

28. Which one of the following statements describes the term 'in-attendance' in relation to meetings?
- A. All members present in a meeting
 - B. Non- members attending a meeting
 - C. Members absent with apology
 - D. Officials of a meeting who are present
- (2 marks)

ANSWER: B

29. Which one of the following factors distinguishes a webinar from a video conference?
- A. It is a live event that takes place online
 - B. Allows demonstrations to be undertaken
 - C. Members have an option to be passive viewers
 - D. Can easily be recorded during presentation
- (2 marks)

ANSWER: C

30. Which one of the following reasons explains why organisations could discourage employees from holding informal meetings?
- A. They help in creating team work among employees
 - B. Better decisions are made concerning the organisation
 - C. Help to prevent tarnishing the organisation image
 - D. Promote harmony and unity among employees
- (2 marks)

ANSWER: C

31. Which one of the following reports provides information on a matter of particular interest in an organisation?
- A. Research report
 - B. Informational report
 - C. Special report
 - D. Analytical report
- (2 marks)

ANSWER: C

32. Which one of the following business letters is sent to address a customer's dissatisfaction with a product or service?
- A. Apology letter
 - B. Adjustment letter
 - C. Collection letter
 - D. Correction letter
- (2 marks)

ANSWER: B

33. Which one of the following statements explains a way in which subjectivity in the conclusions of a business report could be reduced?
- A. Should introduce new materials
 - B. Should be relevant to writer's experience
 - C. Should be listed in order of importance
 - D. Should be based on key findings
- (2 marks)

ANSWER: D

34. Which one of the following statements is a characteristic of recommendations included in a report?
- A. Should be objective and impartial
 - B. Contains the implications of the findings
 - C. Summarises the contents of the report
 - D. Should be included in every report
- (2 marks)

ANSWER: A

35. Which one of the following networks enables an organisation to virtually connect with external stakeholders?

- A. Intranet
- B. Extranet
- C. Websites
- D. Web-logs

(2 marks)

ANSWER: B

36. Which one of the following challenges is associated with social media?

- A. Lack of global internet connection
- B. Use of traditional advertisement methods
- C. Limiting customer feedback and complaints
- D. Cyberbullying and misinformation

(2 marks)

ANSWER: D

37. Which one of the following practices is unethical in relation to information communication technology?

- A. Spamming
- B. Access control
- C. Data mining
- D. Data sharing

(2 marks)

ANSWER: A

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38. Which one of the following consequences could result from failure to protect personal data in an organisation?

- A. Inaccurate data
- B. Financial fraud
- C. Limitation of use
- D. Reduced transparency

(2 marks)

ANSWER: B

39. Which one of the following challenges is associated with big data?

- A. Biased decision-making
- B. Privacy and data misuse
- C. Anonymity of information
- D. Reduced human intervention

(2 marks)

ANSWER: B

40. Which one of the following ethical approaches is appropriate for handling confidential information?

- A. Protecting it and disclosing only when necessary
- B. Sharing it only if the audience is trustworthy
- C. Altering details slightly to prevent full exposure
- D. Ensuring that the information is truthful and fair

(2 marks)

ANSWER: A

41. To maintain data integrity, organisations should _____.

- A. avoid using cloud storage systems altogether
- B. use strong encryption during communication
- C. share sensitive data through mobile apps
- D. allow unrestricted access to confidential files

(2 marks)

ANSWER: B

42. An employee discovers that the organisation he works for is misleading stakeholders but he fears retaliation for speaking up.

Which one of the following terms explains this situation?

- A. Whistleblowing
- B. Disloyalty and silence
- C. Conflict of interest
- D. Ethical dilemma

(2 marks)

ANSWER: D

43. Which one of the following measures could a manager take to encourage ethical communication among employees?

- A. Maintain open-door policy
- B. Shorten lines of communication
- C. Being a good role model
- D. Asking for suggestions

(2 marks)

ANSWER: C

44. Which one of the following practices is ethical in relation to preserving personal data?

- A. Using it for advertising
- B. Seeking owner's consent
- C. Personalising the data
- D. Storing it electronically

(2 marks)

ANSWER: B

45. Which one of the following practices ensures credibility of information from online sources?

- A. Accepting information presented by popular influencers
 - B. Focusing solely on articles with attention-grabbing headlines
 - C. Cross checking facts across multiple reputable sources
 - D. Prioritising sources that lack detailed supporting evidence
- (2 marks)

ANSWER: C

46. Which one of the following statements illustrates ICT ethical practices in business communication?
- A. Sharing cracked software licenses for educational purposes
 - B. Respecting intellectual property rights and fair use policies
 - C. Accessing private accounts of users to verify their identities
 - D. Using copyrighted materials without acknowledgement
- (2 marks)

ANSWER: B

47. Which one of the following statements explains ways in which information technology could help resolve communication barriers in multilingual teams?
- A. Restricting the exchange of messages to written formats only
 - B. Standardising communication to one specific language
 - C. Providing real time translation tools during discussions
 - D. Eliminating the need for shared language comprehension
- (2 marks)

ANSWER: C

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48. Which one of the following factors is an external influence to ethical communication?
- A. Societal expectations and legal standards
 - B. Immediate goals of the communication process
 - C. Personal biases and pre-existing opinions
 - D. Organisation policies and management behaviour
- (2 marks)

ANSWER: A

49. Respecting cultural differences in communication means _____.
- A. avoiding sensitive topics to ensure uniformity in discussions
 - B. acknowledging and adapting to diverse norms and values
 - C. emphasising one's personal values over cultural diversity
 - D. ensuring the message is unaffected by cultural considerations
- (2 marks)

ANSWER: B

50. Which one of the following examples illustrates unethical communication?
- A. Sharing sensitive information on an ongoing investigation

- B. Deciding whether to disclose negative advertisements
- C. Avoiding controversial topics to maintain workplace harmony
- D. Choosing the most concise way to deliver sensitive messages

(2 marks)

ANSWER: A

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CISSE FOUNDATION LEVEL

COMMUNICATION SKILLS AND ETHICS IN INFORMATION SYSTEMS

TUESDAY: 3 December 2024. Morning 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. Sending a local purchase order is an example of _____.
A. horizontal communication
B. downward communication
C. vertical communication
D. external communication
(2 marks)
2. Which one of the following statements describes intrapersonal communication?
A. Communication between two people
B. Communication within oneself
C. Public speaking to an audience
D. Discussion within work teams
(2 marks)
3. Which one of the following is an example of diagonal communication?
A. Marketing manager discussing a project with a sales officer
B. General manager giving instructions to all heads of departments
C. An employee sharing feedback with their direct supervisor
D. Two employees at the same level collaborating on a task
(2 marks)
4. Which one of the following is a key characteristic of effective communication?
A. Familiarity between the sender and receiver
B. Clear, concise and well-structured messages
C. Focusing solely on the sender's viewpoint
D. Recording every feedback from the receiver
(2 marks)
5. Which one of the following statements describes public communication?
A. Workers discussing issues of public interest
B. Delivering messages to a large audience
C. One-on-one discussions in open offices
D. Group discussions done in public spaces
(2 marks)

6. Which one of the following are examples of messages that could be conveyed from the sender to the receiver?
- A. Actions, pictures, gestures and words
 - B. Opinions, feelings, views and suggestions
 - C. Letters, reports, telephone and face-to-face
 - D. Feedback, response, reaction and reply
- (2 marks)
7. Which one of the following is essential to avoid misunderstandings in communication?
- A. Communicating what the receiver wants to hear
 - B. Providing context and asking for clarification
 - C. Always use formal language in communication
 - D. Communicating only through written channels
- (2 marks)
8. Preciseness in communication can be achieved by _____.
- A. checking accuracy of words
 - B. providing all necessary facts
 - C. using familiar language
 - D. sticking to the point
- (2 marks)
9. Distortion of information refers to _____.
- A. altering the original meaning of a message
 - B. sending a message to the wrong recipient
 - C. poor encoding of a message by the sender
 - D. concealing of unfavourable information
- (2 marks)
10. Which one of the following punctuation marks is used to introduce a list of items after a complete sentence?
- A. Commas
 - B. Colon
 - C. Apostrophes
 - D. Hyphens
- (2 marks)
11. Which one of the following is the most appropriate complementary close for a formal letter starting with "Dear Sir"?
- A. Best regards
 - B. Best wishes
 - C. Yours sincerely
 - D. Yours faithfully
- (2 marks)
12. After receiving a report from Mary, John wrote a letter assuring Mary of the receipt of the document. This type of letter is known as _____.
- A. transmittal letter
 - B. collection letter
 - C. confirmation letter
 - D. acknowledgement letter
- (2 marks)

13. Which one of the following is a characteristic of closed questions used in a questionnaire?
- A. It is difficult to analyse the responses given
 - B. Allows respondents to give personal responses
 - C. Accompanied by a list of possible responses
 - D. They are simple for the researcher to construct
- (2 marks)
14. Which one of the following situations could be ideal to use a memorandum as a channel of communication?
- A. Human resource officer collecting data for a job analysis
 - B. Managing director reminding heads of departments of a decision
 - C. Marketing officer inviting customers for an open day event
 - D. Chair of a board inviting shareholders to an annual general meeting
- (2 marks)
15. Which one of the following techniques can help a speaker improve their persuasive skills?
- A. Using a common language to impress the audience
 - B. Establishing credibility and trust with the audience
 - C. Recording the audience's feedback and reactions
 - D. Speaking loudly enough for the audience to hear
- (2 marks)
16. Which one of the following statements describes the term 'receiving' as a stage in the listening process?
- A. Process of extracting meaning from the message
 - B. Process of distinguishing facts from opinions
 - C. Perceiving verbal and non-verbal messages
 - D. Committing the information to memory
- (2 marks)
17. Which one of the following forms of communication could be reinforced through use of non-verbal signals?
- A. Visual and oral communication
 - B. Face-to face and phone messages
 - C. Audio-visual and verbal messages
 - D. Written and graphic communication
- (2 marks)
18. Which one of the following actions demonstrates haptics in non-verbal communication?
- A. Holding hands
 - B. Calm tone of voice
 - C. Giving a thumbs up
 - D. Waving of hands
- (2 marks)
19. Touch could be used as a non-verbal signal to convey _____.
- A. confidence and openness
 - B. honesty and comfort
 - C. support and reassurance
 - D. emphasis and anger
- (2 marks)
20. Which one of the following is a reason a speaker should consider the audience's prior knowledge of the topic?
- A. Determine method of delivery to use
 - B. Determine how much detail to include
 - C. Help in choosing audiovisual equipment
 - D. Decide what time to start the speech
- (2 marks)

21. Which one of the following statements explains the importance of using short notes and slides during a presentation?
- A. Helps to grab the attention of the audience
 - B. Ensures the speaker is adequately prepared
 - C. Enhances thorough research of the topic
 - D. Helps in the logical flow of presentation
- (2 marks)
22. Which one of the following elements could determine the content of presentation?
- A. Degree of rehearsal
 - B. The time limit
 - C. Types of visuals
 - D. Age of presenter
- (2 marks)
23. A good presenter should be _____.
- A. eloquent
 - B. controlling
 - C. commanding
 - D. questionable
- (2 marks)
24. Which one of the following statements describes the objective of using pauses while delivering a presentation?
- A. Helps in varying the tone and volume
 - B. Gives time to the audience to reflect
 - C. Helps maintain meaningful eye-contact
 - D. Helps check availability of all materials
- (2 marks)
25. Which one of the following objectives could be achieved by a candidate from attending a job interview?
- A. Ensuring that all questions asked are clear and relevant
 - B. Ensuring there is no biasness in the recruitment process
 - C. Assess whether career ambitions align with the job position
 - D. Create a lasting relationship and network with other interviewees
- (2 marks)
26. The following are preparations that require to be made before an interview:
- (i) Preparation of venue and equipment
 - (ii) Going through resumes of candidates
 - (iii) Preparing an elevator pitch
 - (iv) Arriving early and eye-contact
 - (v) Predicting questions
 - (vi) Researching information of the position
- Which one of the following sets indicates preparations that should be made by an interviewee?
- A. (iii), (v), (vi)
 - B. (i), (ii), (iv)
 - C. (ii), (iii), (vi)
 - D. (iv), (v), (vi)
- (2 marks)

27. Which one of the following is an interview conducted by two or more interviewers separately?
- A. Situational interview
 - B. Unstructured interviews
 - C. Serial interviews
 - D. Panel interviews
- (2 marks)
28. Which one of the following steps should an interviewer take before conducting an interview?
- A. Memorise all the candidate's information
 - B. Prepare a clear list of objective questions
 - C. Speak to the candidates in a friendly manner
 - D. Use candidates past experience to ask questions
- (2 marks)
29. There should be a quorum _____.
- A. throughout the duration of a meeting
 - B. at the commencement of a meeting
 - C. when important decision is to be made
 - D. before the arrival of the chairperson
- (2 marks)
30. A casting vote in a meeting is made in case of _____.
- A. a major conflict
 - B. a major resolution
 - C. equality of votes
 - D. inadequate votes
- (2 marks)
31. Which one of the following is a role played by a secretary after the meeting?
- A. Ensure refreshments are available
 - B. Prepare a final copy of the minutes
 - C. Avail necessary documents and agenda
 - D. Read minutes of previous meeting
- (2 marks)
32. Which one of the following sections of a report thanks any person or organisation that helped in collection of data?
- A. Bibliography
 - B. Abstract
 - C. Acknowledgement
 - D. Transmittal letter
- (2 marks)
33. Which one of the following statements explains the objective of defining the scope of a report?
- A. Summarises all the other sections of the report
 - B. Describes methods used to collect information
 - C. Helps in setting boundaries in terms of length
 - D. Sets out the limit in terms of content coverage
- (2 marks)

34. Which one of the following sections of a report contains the scope, purpose and commissioning authority?
- A. Heading
 - B. Findings
 - C. Terms of reference
 - D. Executive summary
- (2 marks)
35. Which one of the following is a type of report that assesses the viability and potential success of a proposed project?
- A. Technical report
 - B. Analytical report
 - C. Status report
 - D. Feasibility report
- (2 marks)
36. Which one of the following is a characteristic of blogs?
- A. They are structured with distinct sections and pages
 - B. Used for sharing opinions, news and personal experiences
 - C. Their content is formal reflecting an organisation's brand
 - D. Primary goal is sharing information rather than interactions
- (2 marks)
37. Which one of the following factors distinguishes extranet from intranet?
- A. Allows access to external clients
 - B. Uses the internet for access
 - C. Its accessible by anyone
 - D. It's a private internal network
- (2 marks)
38. Which one of the following statements describes the term "Bluetooth"?
- A. A technology of high-speed internet connectivity between devices
 - B. A method of encrypting data sent over computer networks
 - C. Protocol for short-range wireless communication between devices
 - D. Protocol for managing online traffic between computer devices
- (2 marks)
39. Which one of the following is a concern related to data privacy in information technology?
- A. Protecting unauthorised access of sensitive information
 - B. Limiting unauthorised access of internet by employees
 - C. Ensuring that all employees have easy access to data
 - D. Encouraging the use of only publicly available data
- (2 marks)
40. Which one of the following practices could raise unethical issues in online advertising?
- A. Displaying advertising messages on mobile platforms
 - B. Analysing data to track effectiveness of an advertisement
 - C. Using client data without consent to create advertisements
 - D. The use of negative advertising messages repetitively
- (2 marks)

41. Ethical hacking refers to _____.
A. hacking transactions for financial gain
B. hacking without causing computer damage
C. hacking to protect against cyber-attacks
D. hacking without causing loss to data (2 marks)
42. Which one of the following principles of ethical communication is violated by posting fake news on social media?
A. Transparency
B. Courtesy
C. Accuracy
D. Honesty (2 marks)
43. Which one of the following statements describes the term “cyberbullying”?
A. Sending threatening message on digital platforms
B. Phishing and hacking into other people’s devices
C. Using fake profiles to manipulate public opinion
D. Violating other people’s rights to privacy of data (2 marks)
44. Which one of the following statements explains a concern when ICT employees bring their own devices to work?
A. Productivity and efficiency issues
B. Data security and privacy issues
C. Data accuracy and adequacy issues
D. Flexibility and time management (2 marks)
45. Digital piracy refers to _____.
A. unauthorised creation of digital content
B. using the internet for illegal activities
C. copying and pasting of digital content
D. unauthorised distribution of digital content (2 marks)
46. Which one of the following scenarios describes unethical data manipulation?
A. Correcting inaccurate data to prevent misunderstanding
B. Concealing unfavourable data to present better results
C. Failure to save information to be used for future reference
D. Reporting all findings whether positive or negative (2 marks)
47. Which one of the following terms describes data falsification?
A. Data encryption
B. Data merging
C. Data fabrication
D. Data formatting (2 marks)

48. Which one of the following is an example of an ethical dilemma in advertisement?
- A. Whether to highlight the strengths of a product while omitting the defects
 - B. Whether to withhold sensitive information to protect the business secrets
 - C. Whether to ensure that all information complies with legal standards
 - D. Whether to advertise on social media channels or use traditional platforms
- (2 marks)
-
49. Which one of the following statements describes the term “self-plagiarism”?
- A. Copying and using your own work and citing it in a new paper
 - B. Reusing part of your previously submitted work without consent
 - C. Revising your own work without consent before submitting it
 - D. Quoting your earlier publication but forgetting to include a reference
- (2 marks)
-
50. Which one of the following statements demonstrates integrity in business communication?
- A. Altering the truth to align with an organisation’s goals
 - B. Giving information that pleases the audience to avoid conflict
 - C. Admitting mistakes even when it is not favourable to the sender
 - D. Withholding negative information to avoid unfavourable outcomes
- (2 marks)
-

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CISSE FOUNDATION LEVEL

COMMUNICATION SKILLS AND ETHICS IN INFORMATION SYSTEMS

TUESDAY: 20 August 2024. Morning 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 is a characteristic of communication?
 - A. Simple process
 - B. Social process
 - C. Occasional process
 - D. One-way process(2 marks)
2. Which one of the following is a role of external communication in an organisation?
 - A. Builds business networks
 - B. Reduces competition
 - C. Enhances internet use
 - D. Allows open-door policy(2 marks)
3. Which one of the following statements demonstrates downward communication?
 - A. Supervisor submitting progress report to production manager
 - B. Finance officer formally consulting a human resource officer
 - C. Employees interacting with each other during a lunch break
 - D. Chief executive officer giving a briefing to all the staff(2 marks)
4. Which one of the following factors could promote grapevine communication?
 - A. Enhanced upward communication
 - B. Adequate formal communication
 - C. Insecurity and uncertainties
 - D. Credibility and authenticity(2 marks)
5. Which one of the following represents functions of the receiver in the communication process?
 - A. Conception, reception, comprehension
 - B. Reception, comprehension, interpretation
 - C. Initiation, transmission, interpretation
 - D. Reception, conception, comprehension(2 marks)
6. Which one of the following statements indicates the importance of choosing an appropriate channel of communication?
 - A. Determines the purpose of the message
 - B. Determines the receiver of the message
 - C. Determines how a message is interpreted
 - D. Determines need for audience analysis(2 marks)
7. Which one of the following activities is correctly matched with the stage of the writing process to which it relates?
 - A. Editing – beginning to structure the body of the letter
 - B. Drafting – refining words, sentences and paragraphs
 - C. Prewriting – Carrying out audience analysis
 - D. Revising – Checking correctness of grammar(2 marks)

8. Which one of the following details should be included in the closing paragraph of a cover letter?
- A. Detailed work history
 - B. A request for an interview
 - C. Personal skills and hobbies
 - D. A request for a high salary
- (2 marks)
9. Which one of the following guidelines could be observed when designing posters for communication?
- A. Ensure they can be read from a very long distance
 - B. Making them interactive for all the audience
 - C. Limiting information to prevent cluttering
 - D. Ensuring they remain relevant for many years
- (2 marks)
10. Which one of the following features distinguishes a circular from a newsletter?
- A. A circular is typically longer and more detailed than a newsletter
 - B. A circular is used for one-time announcements or instructions
 - C. A circular often includes business stories and editorials
 - D. A circular is sent regularly, like a monthly or quarterly update
- (2 marks)
11. Which one of the following situations require a writer to use a blind carbon copy feature in email communication?
- A. When the writer does not want to respond to messages
 - B. To keep email addresses of recipients hidden from others
 - C. If the writer does not wish to respond to all recipients
 - D. When referring to a previous correspondence received
- (2 marks)
12. Which one of the following roles is played by the receiver in overcoming barriers to effective listening?
- A. Use of pitch and tonal variation
 - B. Clarifying unclear messages
 - C. Being open to different ideas
 - D. Being brief and concise
- (2 marks)
13. Which one of the following statements is an advantage of face-to-face communication?
- A. Helps in good grooming and appearance
 - B. Eliminates all communication barriers
 - C. Guarantees active listening by audience
 - D. Helps in building interpersonal relationship
- (2 marks)
14. Which one of the following terms refers to touch as a form of non-verbal communication?
- A. Proxemics
 - B. Haptics
 - C. Kinesics
 - D. Chronemics
- (2 marks)
15. Eye contact could indicate _____ in communication.
- A. boredom
 - B. excitement
 - C. attention
 - D. admiration
- (2 marks)
16. Which one of the following statements is a way in which space could be used in non-verbal communication?
- A. Convey type of personality of communicators
 - B. Convey emotions and feelings of communicators
 - C. Convey type of relationship between communicators
 - D. To communicate nervousness and unpreparedness
- (2 marks)
17. Which one of the following statements refers to the context of a presentation?
- A. Information to be conveyed in the presentation
 - B. Recent events that relate to the topic of presentation
 - C. Any visual aids that are to be incorporated in the speech
 - D. Topic that fits both the speaker and the audience
- (2 marks)

18. Which one of the following statements explains how YouTube videos could be used in a presentation?
- A. Substitute the message
 - B. Regulate the message
 - C. Reinforce the message
 - D. Replace the message
- (2 marks)
19. Which one of the following is the correct sequence of a presentation?
- A. Preparing, planning, practicing, presenting
 - B. Planning, preparing, practicing, presenting
 - C. Planning, practicing, preparing, presenting
 - D. Preparing, practicing, planning, presenting
- (2 marks)
20. Which one of the following statements is a way in which poor audience analysis could affect a presentation?
- A. Makes the participants skip the session
 - B. Inability to meet the audience's needs
 - C. Interferes with the quality of presentation
 - D. Inability to prepare enough visual aids
- (2 marks)
21. Which one of the following goals is achieved by ensuring that the interviewee is relaxed throughout the interview?
- A. Reduce the amount of interviewing time
 - B. Give good impression of the organisation
 - C. Possibility of asking several questions
 - D. Willingness to share information openly
- (2 marks)
22. Which one of the following statements is a characteristic of group interviews?
- A. One candidate is interviewed by a number of interviewers
 - B. Two or more candidates are interviewed simultaneously
 - C. Many candidates are interviewed one after another
 - D. Interviewers and interviewees use consensus method
- (2 marks)
23. Which one of the following statements is an example of an open-ended question that could be asked in an interview?
- A. How long have you worked for the current employer?
 - B. Do you think Wekesa would be the best for this job?
 - C. Which of the two shifts would you prefer to work on?
 - D. What makes you interested in working for this company?
- (2 marks)
24. Which one of the following statements explains the term seconding in relation to meetings?
- A. Discussing two agendas at a time
 - B. Supporting a motion proposed
 - C. Person who stands to speak again
 - D. Seeking for clarification of a point
- (2 marks)
25. Which one of the following mistakes made by interviewers may result in legal issues?
- A. Asking about a candidate's previous employer
 - B. Asking personal questions on religion and tribe
 - C. Interviewing members of both gender
 - D. Having a panel consisting of one gender
- (2 marks)
26. Which one of the following actions shows the correct order of items in an agenda?
- A. Preliminaries, matters arising, confirmation of previous minutes
 - B. Matters arising, preliminaries, confirmation of previous minutes
 - C. Preliminaries, confirmation of previous minutes, matters arising
 - D. Confirmation of previous minutes, Preliminaries, matters arising
- (2 marks)
27. Which one of the following strategies could be used to minimise multi-tasking during a virtual meeting?
- A. Handling conflicts
 - B. Address one agenda
 - C. Frequent polling
 - D. Distributing notice
- (2 marks)

28. Which one of the following is an example of periodic reports used in an organisation?
A. Special reports
B. Proposal reports
C. Financial reports
D. Ad hoc reports (2 marks)
29. Which one of the following statements is a purpose of a report?
A. Present readers opinions
B. Document listener's reactions
C. Give details of an event
D. Record group discussions (2 marks)
30. Which one of the following statements is the objective of editing a report?
A. Ensure most current details are recorded
B. Ensuring clarity, accuracy and coherence
C. To ensure the readers opinion is captured
D. To ensure it's in a language writer prefers (2 marks)
31. Which one of the following is a cheaper method of sharing reports that target shareholders?
A. Printed reports
B. Company websites
C. Electronic mail
D. In-person meetings (2 marks)
32. Which one of the following factors distinguishes an analytical report from an information report?
A. Involves presenting relevant information to the reader
B. Involves interpretation by drawing conclusions
C. Should capture the reader's attention and interest
D. Should present information coherently and logically (2 marks)
33. Which one of the following items describes an online platform where information about an organisation can be accessed?
A. Internet
B. Website
C. Media
D. Database (2 marks)
34. Which one of the following statements explains a similarity between internet and extranet?
A. Allows rapid access to vast amounts of external data
B. Allows collaboration and coordination of departments
C. Allows quick access to the organisation's database
D. Easy for management to structure and control (2 marks)
35. Which one of the following statements is a characteristic of ethical communication?
A. It is cost effective
B. It is sent urgently
C. Formal and official
D. Honest and complete (2 marks)
36. Which one of the following statements is a measure used to enhance ethical communication?
A. Training of employees
B. Frequent communication
C. Increase messages to clients
D. Knowledge of customers (2 marks)
37. Which one of the following principles of ethical communication emphasises honesty and truthfulness in conveying information?
A. Transparency
B. Accountability
C. Integrity
D. Confidentiality (2 marks)

38. Which one of the following actions is an ethical concern on the collection, storage and use of personal data by organisations?
- A. Cybersecurity
 - B. Data privacy
 - C. Copyright's
 - D. Patents
- (2 marks)
39. Which one of the following principles of ethical communication is violated by relaying information acquired through eavesdropping?
- A. Transparency
 - B. Confidentiality
 - C. Respect
 - D. Courtesy
- (2 marks)
40. Which one of the following statements is ethical in relation to public speeches?
- A. Speaking about political and religious issues
 - B. Use of non-verbal cues that regulate the speech
 - C. Sharing information from reputable sources
 - D. Ability to answer all questions asked by audience
- (2 marks)
41. Which one of the following statements is unethical in relation to meetings?
- A. Discussing any other business outside the agenda
 - B. Starting the meeting when all members have not arrived
 - C. Summarising points that participants have contributed
 - D. Holding of side conversations by some participants
- (2 marks)
42. Which one of the following is a way that a speaker could acknowledge sources of information while delivering a speech?
- A. Naming the sources
 - B. Using quotation marks
 - C. Referencing the sources
 - D. Avoiding copy pasting
- (2 marks)
43. Which one of the following is an ethical responsibility of the speaker that could ensure relevance of information presented?
- A. Using of appropriate humor
 - B. Thorough prior rehearsal
 - C. Conducting audience analysis
 - D. Choice of appropriate venue
- (2 marks)
44. Which one of the following actions is an intellectual property theft?
- A. Unauthorised use of computer hardware
 - B. Unauthorised use of copyrighted materials
 - C. Unauthorised access to organisation data
 - D. Copying data stored in the database
- (2 marks)
45. Which one of the following is a measure that could be taken to fight unethical information technology use in an organisation?
- A. Digitalising all internal data
 - B. Limiting access to computers
 - C. Using data from internal sources
 - D. Formulating institutional policies
- (2 marks)
46. An accountant changed financial data in order to show better performance. Which one of the following terms describes the situation above?
- A. Data correction
 - B. Data mining
 - C. Data manipulation
 - D. Data banking
- (2 marks)

47. Which one of the following is an ethical responsibility of an information technology professional in relation to personal data merging?
- A. Notifying the client
 - B. Integrating the data
 - C. Changing the data
 - D. Limiting client's access
- (2 marks)
48. Which one of the following terms describes an ethical dilemma where one who releases information is not made public?
- A. Whistle blowing
 - B. Gossip
 - C. Leaks
 - D. Rumors
- (2 marks)
49. Which one of the following actions represents ethical communication in social media platforms?
- A. Be polite, civil and professional
 - B. Be concise, pleasant and original
 - C. Plan, prewrite and present
 - D. Prepare, post and publish
- (2 marks)
50. Which one of the following statements is a characteristic of truthful information?
- A. It is planned in advance
 - B. Conveyed at the right time
 - C. Well researched and tested
 - D. Does not offend the receiver
- (2 marks)
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CISSE FOUNDATION LEVEL

COMMUNICATION SKILLS AND ETHICS IN INFORMATION SYSTEMS

TUESDAY: 23 April 2024. Morning 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 responses could be an indicator of effective internal communication?
 - A. Enhanced creativity and innovation
 - B. Increased customer demand
 - C. Increased level of grapevine
 - D. Enhanced corporate image(2 marks)
2. Which one of the following statements is an example of horizontal communication?
 - A. A head of department sends a memorandum to an employee in his department
 - B. The corporate secretary sends a notice of a meeting to board of directors
 - C. The human resource manager advertises a promotion vacancy internally
 - D. The marketing manager sends an email to the operations manager(2 marks)
3. Identify a situation where intrapersonal communication occurs.
 - A. During a team meeting where colleagues discuss project strategies
 - B. While giving an oral presentation to a diverse group of clients
 - C. When an individual reflects on their personal goals and aspirations
 - D. During a brainstorming session among department heads(2 marks)
4. Identify a situation that involves small group communication.
 - A. Conference
 - B. Convention
 - C. Committee meeting
 - D. Public presentation(2 marks)
5. Choose a skill that involves understanding others' perspectives and feelings during communication.
 - A. Empathy
 - B. Sympathy
 - C. Flexibility
 - D. Sensitivity(2 marks)
6. Which one of the following factors contributed to the growing importance of internal communication?
 - A. Need to negotiate with suppliers
 - B. Increase in quality of products
 - C. Reduced level of grapevine
 - D. Complex business activities(2 marks)
7. How does feedback contribute to effective communication?
 - A. It provides clarity to the receiver
 - B. Enhancing mutual understanding
 - C. Discouraging extended communication
 - D. Determines information to be transmitted(2 marks)

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8. Identify the statement that describes the term “Conception” as used in the communication process.
- A. One who gets the process of communication started
 - B. Converting thoughts into suitable symbols and words
 - C. Formulation of an idea, feeling or thought in the mind
 - D. Process of attaching some meaning to the message
- (2 marks)
9. Which one of the following methods could be used by a sender to enhance compactness in communication?
- A. Using concise and clear language
 - B. Including all details and explanations
 - C. Considering the receiver's perspective
 - D. Using long and complex sentences
- (2 marks)
10. How can paraphrasing help overcome semantic barriers in communication?
- A. Introducing the topics to be presented
 - B. Providing clarity and confirming understanding
 - C. Repeating the same information severally
 - D. Presenting as detailed information as possible
- (2 marks)
11. Which one of the following statements explains the term “ethnocentrism” as a barrier of communication?
- A. Passing only messages that looks favorable to the receiver
 - B. Being rigid and unreceptive to other people’s new ideas
 - C. Perception that one’s own culture is superior to others
 - D. Lack of trust and credibility of the sender’s message
- (2 marks)
12. Identify a reason why using simple and clear language helps to overcome communication barriers.
- A. Determines the perspective of the audience
 - B. Enhancing comprehension and understanding
 - C. By using terms preferred by the sender
 - D. Encoding as much information as possible
- (2 marks)
13. Select an objective of supporting sentences in a paragraph.
- A. Introduce the main idea
 - B. Develop the main idea
 - C. Summarise the main idea
 - D. Restate the main idea
- (2 marks)
14. Which one of the following is part of the pre-writing stage of the writing process?
- A. Improving readability of text
 - B. Eliminating possible errors
 - C. Generating potential content
 - D. Improving coherence of text
- (2 marks)
15. The following are components of a business letter:
- (i) Date
 - (ii) Post script
 - (iii) Inside address
 - (iv) Reference
 - (v) Sender’s address
 - (vi) Subject heading
- Which one of the following shows the order in which the items above should appear in a business letter?
- A. (i), (v), (iii), (iv), (vi), (ii)
 - B. (vi), (i), (v), (iii), (ii), (iv)
 - C. (v), (i), (iv), (iii), (vi), (ii)
 - D. (ii), (v), (i), (iii), (iv), (vi)
- (2 marks)
16. Which one of the following is a type of product promotion which influences consumers to make purchase by appealing to their emotions?
- A. Persuasive advertisement
 - B. Informative advertisement
 - C. Competitive advertisement
 - D. Reactive advertisement
- (2 marks)

17. Which one of the following is the purpose of using colour, images and different fonts in a poster?
A. Make it easy to prepare
B. Make it stand out
C. Ensure it is brief
D. Ensure wide reach (2 marks)
18. Identify a benefit of instant feedback in oral communication.
A. Allows use of non-verbal communication
B. Speaker can modify the message on the spot
C. Allows passing of precise and concise messages
D. Helps to shorten the process of communication (2 marks)
19. Identify the importance of the evaluating stage of the listening process.
A. Making a mental note of key points as they are mentioned
B. Inferring the speaker's meaning based on one's expectations
C. Physically hearing the message and taking note of it
D. Assessing the quality of facts provided by the speaker (2 marks)
20. Select a feature of effective non-verbal communication from the following:
A. Reinforces visual communication
B. Requires thorough preparation
C. Should be concise and precise
D. Is unplanned and unintentional (2 marks)
21. Which one of the following is a reason why appearance is an important form of non-verbal communication?
A. Affects receiver's attitude towards the message
B. Conveys feelings such as friendship or hatred
C. May communicate nervousness or anxiety
D. Help in estimating the age of the speaker (2 marks)
22. Choose the type of non-verbal signal that matches correctly with what it represents.
A. Proxemics: – The use of touch in communication
B. Chronemics: – How time is used in communication
C. Haptics: – Vocal cues that convey meaning
D. Kinesics: – Use of space to convey information (2 marks)
23. Identify a guideline for effective public speech delivery.
A. Use as many visual aids as are available
B. Postpone delivery of the speech if nervous
C. Avoid reading from a script or from a slide
D. Use the same tone throughout the speech (2 marks)
24. Which one of the following actions could be an indicator of stage fright during a presentation?
A. Lack of speaker's credibility
B. Use of multiple non-verbal cues
C. Speaker's trembling voice
D. Walking around on stage (2 marks)
25. Which one of the following responses could be an indicator of audience attentiveness during a presentation?
A. Looking at the time
B. Asking questions
C. Background knowledge
D. Positive thoughts (2 marks)
26. Which one of the following actions could enhance a speaker's familiarity with the venue of presentation?
A. Maintain eye-contact
B. Audience analysis
C. Arriving early
D. Virtual presentation (2 marks)

27. How can an interviewer improve the effectiveness of an interview?
- A. By the use of closed-ended questions only
 - B. Maintaining a safe distance during the meeting
 - C. Actively listening to the candidate's responses
 - D. Narrating and demonstrating their experiences
- (2 marks)
28. How can organisations benefit from analysing data collected from exit interviews?
- A. Helps in storing the feedback received
 - B. Helps to identify areas for improvement
 - C. Helps to award employees for their feedback
 - D. Helps to track where the employees have gone to
- (2 marks)
29. Identify a way that the interviewer could help the interviewee to relax during an interview.
- A. Start with easy open-ended questions
 - B. Start with easy leading questions
 - C. Asking all personalised questions
 - D. Offering to give a high salary
- (2 marks)
30. Identify information that an interviewer could provide the interviewee during a job selection interview.
- A. Experience acquired
 - B. Date of the interview
 - C. Number of applicants
 - D. Career progression
- (2 marks)
31. Which one of the following factors could determine the formality or informality of a meeting?
- A. Competence of the chairperson
 - B. Importance of decisions made
 - C. Number of participants invited
 - D. Length of agenda to be discussed
- (2 marks)
32. Identify a guideline that should be followed while planning a meeting.
- A. Draw contributions from all the participants
 - B. Provide participants with necessary information
 - C. Summarise the decision reached in the meeting
 - D. Observe punctuality and ensure turn-taking
- (2 marks)
33. How do participants contribute to effectiveness of a meeting?
- A. Determining the agenda of a meeting
 - B. Actively engaging in discussions
 - C. Monopolising speaking time
 - D. Recording the discussions in meeting
- (2 marks)
34. What is the purpose of sending notices of meetings?
- A. Guide the chairperson in conducting the meeting
 - B. Inform members the meeting's date, time and agenda
 - C. Encourage the chairperson to be present for the meeting
 - D. Inform members matters to be discussed in the meeting
- (2 marks)
35. Which one of the following statements is a reason why reports should have accurate facts?
- A. Helps in proper decision-making
 - B. Ensure that it is reader-oriented
 - C. Ensure it is logical and systematic
 - D. To present familiar information
- (2 marks)
36. Which one of the following descriptions distinguishes wireless technology from the traditional cable networks?
- A. Removes the need for internet connection
 - B. Allows access to a lot of information online
 - C. Allows access of information from anywhere
 - D. It is a method of digital communication
- (2 marks)

37. Identify a method that could be used in an organisation to create an ethical culture in information technology.
- A. Training staff in ethics
 - B. Interviewing ethical staff
 - C. Collecting ethical data
 - D. Identifying ethical issues
- (2 marks)
38. Which one of the following statements describes an ethical issue related to use of mobile phones?
- A. Ability to make calls at any time of day
 - B. Access to large amounts of digital data
 - C. Ability to track movement and activity
 - D. Regular fluctuation of internet connection
- (2 marks)
39. Despite hacking being unethical, it can sometimes be encouraged in an organisation. Which of the following could be a positive consequence of hacking?
- A. Can be used by the hacker to make money
 - B. Can be used to disclose personal information
 - C. Helps in reforming experienced hackers
 - D. Can demonstrate that a system is insecure
- (2 marks)
40. Fraudsters used email to persuade people to submit personal information to a fake web page which they used to transfer money to themselves.
- In the context of information technology, what term refers to this unethical issue?
- A. Conning
 - B. Phishing
 - C. Manipulation
 - D. Lack of credibility
- (2 marks)
41. Which one of the following activities is a cybercrime?
- A. Using computer to copy and paste files
 - B. Using computer to enter personal data
 - C. Use of computer to correct inaccurate data
 - D. Use of computer to alter official documents
- (2 marks)
42. Which one of the following statements is an example of data misuse?
- A. Collecting, storing and using data from many customers
 - B. Compiling customers' data into an organisation's database
 - C. Using artificial intelligence to collect data for marketing
 - D. Using data collected for academic research for marketing
- (2 marks)
43. Identify a reason why ethics is important in communication.
- A. Allows organisations to collect a lot of customer's data
 - B. Enhances the use of technology in communication
 - C. Ensures organisations meet regulatory and legal requirements
 - D. Helps in shortening the lines of communication in an organisation
- (2 marks)
44. Which one of the following principles of ethical communication could be achieved by using the right tone?
- A. Honesty
 - B. Respect
 - C. Accuracy
 - D. Privacy
- (2 marks)
45. Identify a way in which the sender could enhance credibility of information.
- A. Encoding the message using clear and simple language
 - B. Getting all the facts of information before sharing
 - C. Transmitting the message through cost effective channel
 - D. Sending information to a limited number of recipients
- (2 marks)

46. Which one of the following statements is an unethical issue related to use of social networks?
- A. Interacting with friends and family
 - B. Developing professional relationships
 - C. Downloading incomplete content
 - D. Uploading inappropriate material
- (2 marks)
47. Identify a technique that could be used to enhance confidentiality of information.
- A. Use of secure content
 - B. Use of secure channel
 - C. Giving secure feedback
 - D. Ensure security of sender
- (2 marks)
48. What role does integrity play in communication?
- A. Promotes timely communication
 - B. Helps to foster trust and credibility
 - C. Encourages communication to intruders
 - D. Leads understanding of client needs
- (2 marks)
49. What ethical principle is upheld when information is communicated accurately and truthfully?
- A. Honesty
 - B. Respect
 - C. Correctness
 - D. Empathy
- (2 marks)
50. Why is it important to address the manipulation of information in communication?
- A. To foster open dialogue among stakeholders
 - B. To encourage collaboration within the organisation
 - C. To promote transparency and accountability
 - D. To maintain control over the flow of information
- (2 marks)
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CISSE FOUNDATION LEVEL

COMMUNICATION SKILLS AND ETHICS IN INFORMATION SYSTEMS

TUESDAY: 5 December 2023. Morning 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 consequence of having a formal communication network which does not provide information needed by employees.
A. Loss of information
B. Active grapevine
C. Lack of records
D. Poor planning (2 marks)
2. Which of the following is an informal form of external communication?
A. Social networking event
B. Sales letters sent to customers
C. Sending circulars to debtors
D. Notice sent to shareholders (2 marks)
3. What is the primary purpose of upward communication in business organisations?
A. To facilitate information flow from lower-level employees to the management
B. To share market trends with external stakeholders
C. To promote social interactions among employees
D. To convey instructions from top management to lower-level employees (2 marks)
4. Which of the following is an advantage of using electronic channels of communication in an organisation?
A. Promotes ease of interaction
B. Allow expression of emotions
C. Increase information accessibility
D. They are not prone to overuse (2 marks)
5. Identify the statement that explains the term “consideration” as a principle of communication.
A. Strict adherence to communication rules
B. Correct decoding of a message received
C. Preparing a message with recipient in mind
D. Ensuring detailed content of message sent (2 marks)
6. Which of the following could be a consequence of wrong encoding of a message?
A. Filtering of information
B. Distortion of message
C. Poor timing of message
D. Wrong receiver of message (2 marks)
7. The human resource manager of Poly Limited recently posted information on increase of salaries of some employees on the notice manager board. This caused negative reactions from the other employees.

What would have caused negative reaction?

- A. Wrong timing of message
- B. Wrong choice of channel
- C. Poor conception of message
- D. Lack of appropriate feedback (2 marks)

8. Which communication barrier could be overcome by respecting other people's views?
A. Difficulties in self-expression
B. Sender's lack of knowledge
C. Receiver's negative emotions
D. Difference in perception (2 marks)
9. Select the type of letter which could be sent by a customer to show fault in goods or services offered.
A. Collection letter
B. Letter of enquiry
C. Complaint letter
D. Confirmation letter (2 marks)
10. Choose a technique that could be used to assess the effectiveness of forms.
A. Pilot testing the forms
B. Making them attractive
C. Leaving adequate spaces
D. Proper design of forms (2 marks)
11. What is similarity between "form" and "questionnaire".
A. Both are used to send information
B. Both are used to process information
C. Both are used only in internal communication
D. Both are used to collect information (2 marks)
12. Which of the following terms refers to a written document containing information of an organisation's activities that is shared with employees, customers or other subscribers?
A. Advertisement
B. Newsletter
C. Circular
D. Proposal (2 marks)
13. Identify a reason why bulky files should not be attached to email communication.
A. Ensure email is sent to the right person
B. Downloading may be too slow for recipient
C. Helps to declutter sender's inbox messages
D. May lead to committing fraud and plagiarism (2 marks)
14. Which of the following explains the meaning of kinesics as means of non-verbal communication?
A. Facial expressions
B. Proximity and space
C. Body movements
D. Vocal elements (2 marks)
15. Which of the following could be communicated by maintaining eye-contact during oral communication?
A. Responsibility and efficiency
B. Openness and truthfulness
C. Shyness and dishonesty
D. Humor and amusement (2 marks)
16. Which of the following non-verbal signals support verbal communication?
A. Collaborating signals
B. Reinforcing signals
C. Repetitive signals
D. Conflicting signals (2 marks)

17. What role is played by non-verbal communication in the following example:
'Patting an employee on the back in addition to giving praise'.
A. Contradicting verbal communication
B. Substituting oral communication
C. Complementing verbal communication
D. Replacing verbal communicating (2 marks)
18. Why could face to face communication be more preferable than use of telephone?
A. Allows interactive exchange of messages
B. Easy to avoid conflicts between communicators
C. Allows personal and emotional connection
D. Possible to interpret the tone of the speaker (2 marks)
19. Select a purpose of persuasive communication from the following.
A. Changing listener's beliefs
B. Improve understanding
C. Enhance attention of receiver
D. Make message interesting (2 marks)
20. Identify the statement that describes critical listening.
A. Picking out messages we appreciate most
B. Paying attention to show that we care
C. Trying to understand the content wholly
D. Evaluating the message against our values (2 marks)
21. Which of the following explains the term "resolution" in relation to meetings?
A. Passed motion
B. Members proposals
C. Items discussed
D. Matters under debate (2 marks)
22. Identify an advantage of holding meetings in an organisation.
A. They save on time
B. Cheap to prepare
C. Have a notice
D. Instant feedback (2 marks)
23. Which of the following could be undertaken by the chairperson after a meeting?
A. Ask for confirmation from members
B. Follow-up tasks assigned to members
C. Report on the progress of meeting
D. Sign the previous' meeting agenda (2 marks)
24. Identify a responsibility of participants before a meeting.
A. Take note of tasks to be done
B. Prepare the venue of meeting
C. Submit proposals for discussion
D. Ensure agenda is arranged logically (2 marks)
25. Choose a benefit of conducting panel interviews.
A. Allow the interviewee time to ask questions
B. Ensure adequate preparation of the interview
C. Ensure that all prepared questions are asked
D. Ensure different interests are represented (2 marks)
26. Which of the following type of questions could be asked by an interviewer to get the desired answer?
A. Probing question
B. Open-ended question
C. Leading question
D. Guided question (2 marks)

27. Identify a technique that could be used by the interviewee to demonstrate genuine interest in a position during a job interview.
- A. Maintaining constant eye-contact
 - B. Answering questions without pausing
 - C. Using a firm hand shake at the start
 - D. Asking questions about the job
- (2 marks)
28. Which of the following could help achieve objectivity of recommendations in a report?
- A. Ensuring they are logical suggestions from the findings
 - B. Ensuring they include the terms of reference of the report
 - C. Ensuring they have the procedures used to gather data
 - D. Ensuring they present clear, coherent and brief facts
- (2 marks)
29. Which of the following represents the items included in the terms of reference section of a report?
- A. Procedure, findings and purpose structure of the report
 - B. Purpose, scope, submission date and who commissioned it
 - C. Conclusions, title, scope and the person it will be submitted to
 - D. Appendices, bibliography, background and reasons for the report
- (2 marks)
30. Select a reason that could make a speaker practice before delivering a presentation.
- A. To determine the purpose of presentation
 - B. Familiarise with the nature of audience
 - C. Increase familiarity with the main points
 - D. Help in asking audience questions
- (2 marks)
31. Choose a reason that could make a speaker ask members of the audience questions during a presentation.
- A. Rank them according to their understanding
 - B. To actively involve them in the presentation
 - C. To assess their suitability for the occasion
 - D. Seek clarification on information presented
- (2 marks)
32. Identify a situation when manuscript method could be most appropriate for delivering a speech.
- A. When the speaker does not want to be confined by notes
 - B. If it is important to maintain eye-contact throughout the speech
 - C. When necessary to be engaging both verbally and non-verbally
 - D. When original and exact wording of an idea is crucial
- (2 marks)
33. Which of the following could enhance the ease of finding required information on a website?
- A. Incorporating text links
 - B. Posting information regularly
 - C. Use of color and images
 - D. Use of captivating language
- (2 marks)
34. Choose a characteristic of intranet from the following:
- A. Helps break geographical barriers
 - B. Limits accessibility to information
 - C. Contains all kinds of information
 - D. It is a public computer network
- (2 marks)
35. Which of the following is an objective of providing space for comments on a corporate blog?
- A. To make it easy to navigate
 - B. To promote user engagement
 - C. Allow regular posting of information
 - D. Discourage posting of negative reviews
- (2 marks)
36. Which of the following is a reason that makes it important for organisation's to enhance ethics in information technology?
- A. Increase the usage of computer networks
 - B. Enhance collection of large amounts of data
 - C. To safeguard integrity of information
 - D. To design collaborative data bases
- (2 marks)

37. Identify a challenge that could be associated with the increasing dependence on information technology in organisations.
- A. Failure to maintain written records
 - B. Overreliance on oral communication
 - C. Reduction in the number of meetings
 - D. Misuse of information technology
- (2 marks)
38. Select a way in which ordinary employees could ensure ethical communication practices in an organisation.
- A. Avoiding engaging in ethical dilemmas
 - B. Communicate only when authorised
 - C. Abide by relevant professional codes
 - D. Establish communication policies
- (2 marks)
39. Which of the following is a key area where ethical issues could arise in an organisation?
- A. Use of outdated hardware gadgets
 - B. Ownership of software and data
 - C. Speed with which data is stored
 - D. Number of input devices maintained
- (2 marks)
40. Which of the following is the duty of management in coping with ethical issues caused by the rapid change in information technology?
- A. Awareness training on ethical sensitivities
 - B. Increasing the number of computer facilities
 - C. Reducing the number of employees required
 - D. Collect lesser written and verbal information
- (2 marks)
41. Which of the following is an ethical issue that can arise due to unauthorised access of personal data?
- A. Identity theft
 - B. Data retention
 - C. Ownership theft
 - D. Lack of transparency
- (2 marks)
42. Which of the following is a cybersecurity risk?
- A. Transmission of complex data
 - B. Untimely relaying of feedback
 - C. Misuse of sensitive information
 - D. Tracking of information by sender
- (2 marks)
43. Identify situations when plagiarism could be illegal.
- A. Using minor portions of others' work
 - B. Documenting sources of information
 - C. Quoting a famous scholar
 - D. If it infringes on a copyright
- (2 marks)
44. Which of the following is a form of unethical distortion of information?
- A. Stating statistics
 - B. Sharing information
 - C. Violating privacy
 - D. Selective filtering
- (2 marks)
45. Identify a way in which an organisation can ensure that individuals have control over how their personal data is used.
- A. Ensuring accuracy of data
 - B. Obtain consent for data use
 - C. Sharing data with the owners
 - D. Limit access to stored data
- (2 marks)
46. Which of the following is a way of handling ethical dilemmas in communication?
- A. Using technology to send messages
 - B. Timely transmission of information
 - C. Punishing unethical communication
 - D. Prioritising stakeholders' welfare
- (2 marks)

47. Which of the following is a reason why it is important for a speaker to observe honesty in communication?
- A. Creates an impression of authenticity
 - B. Allows quick understanding of a message
 - C. Gives ample time to provide feedback
 - D. Eliminates the need for long explanations
- (2 marks)
48. Which principle of ethical communication is violated by interrupting others while having a conversation.
- A. Transparency
 - B. Courtesy
 - C. Consistency
 - D. Confidentiality
- (2 marks)
49. Identify a technique that could be used to protect personal data privacy in the face of emerging networking technologies.
- A. Maintain unused Apps and browser extensions
 - B. Use of a Virtual Public Network while browsing
 - C. Share less information on social media networks
 - D. Occasionally use links available on the internet
- (2 marks)
50. Which of the following is a characteristic of accurate information?
- A. It is detailed
 - B. It is up to date
 - C. It is respectful
 - D. It is accessible
- (2 marks)
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CISSE FOUNDATION LEVEL

COMMUNICATION SKILLS AND ETHICS IN INFORMATION SYSTEMS

TUESDAY: 22 August 2023. Morning Paper.

Time Allowed: 2 hours.

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

1. Which of the following is a reason why a sender should send a clear message?
A. For easy transmission
B. Allow easy decoding
C. Provide future reference
D. To control the source
(2 marks)
2. What term refers to information that has been encoded?
A. Idea
B. Communication
C. Data
D. Message
(2 marks)
3. Choose from the following a challenge that may lead to poor encoding in a communication process.
A. Inaccurate interpretation
B. Wrong choice of channel
C. Unfamiliarity with receiver
D. Inattentive listening
(2 marks)
4. Which of the following is a characteristic of intrapersonal communication?
A. Supported by non-verbal cues
B. Involves exchange of ideas
C. Requires media for transmission
D. It takes place continuously
(2 marks)
5. Which of the following is a technique for achieving coherence in a paragraph?
A. Including many sentences
B. Addressing several ideas
C. Using transitions effectively
D. Numbering the paragraphs
(2 marks)
6. Which of the following could be used to test whether a questionnaire will achieve the objective for which it was designed?
A. Administering it on a pilot group
B. Asking respondents to rate it
C. Using clear and attractive design
D. Including only essential questions
(2 marks)
7. Which of the following is an advantage of using forms in communication?
A. Allows information to appear in a logical sequence
B. Helps in creating a good relationship with the reader
C. Are made to incorporate a variety of font styles and sizes
D. They ensure the organisation complies with the law
(2 marks)

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8. Select the statement that describes comprehension listening.
- A. Listening in order to recognise and retain information
 - B. Focusing on the emotions and feelings of the speaker
 - C. Listening with an aim of evaluating the content
 - D. Relating the speaker's experiences as one's own
- (2 marks)
9. Which of the following is a limitation of non-verbal communication?
- A. Requires communicators to be familiar with each other
 - B. Can only be used in the absence of verbal communication
 - C. Can only be used effectively by the hearing impaired
 - D. It could be interpreted differently by different recipients
- (2 marks)
10. Which of the following is a reason why it is important to use visual aids during a presentation?
- A. Ensure easy preparation of the speech
 - B. To enhance the retention of information
 - C. Ensure they are seen by all in the audience
 - D. Reduce the need for concentration
- (2 marks)
11. Choose from the following, a way to use gestures appropriately during a presentation.
- A. Do not mix gestures, use one at a time
 - B. Use the same gestures throughout the speech
 - C. Relate the gestures to information being conveyed
 - D. Vary the gestures to suit the needs of the speaker
- (2 marks)
12. Identify a guideline that an interviewee could observe to ensure success during an interview.
- A. Emphasise on the faults of your current employer
 - B. Answer all questions with a simple 'yes' or 'no'
 - C. Reveal your weaknesses to the interviewer
 - D. Ask the interviewer questions when given an opportunity
- (2 marks)
13. Identify a situation when a meeting should be postponed.
- A. When key players are unavailable
 - B. When participants are unfamiliar
 - C. When participants are far apart
 - D. If some participants send apologies
- (2 marks)
14. Which of the following is an objective of an agenda for a meeting?
- A. Records the official proceedings of a meeting
 - B. Notifies the members of an upcoming meeting
 - C. Assists the chairperson in directing the meeting
 - D. Contains names of those who attend the meeting
- (2 marks)
15. Which of the following information could be included in the introduction of a report?
- A. Expected solutions
 - B. Summarised results
 - C. Scope of study
 - D. List of references
- (2 marks)
16. Identify a situation when the use of power point might be ideal while presenting a report to the board of directors.
- A. When there is need to save time in preparation
 - B. When there are many members of the board
 - C. When there is need to incorporate multimedia
 - D. When the presentation is in written form
- (2 marks)
17. Which ethical principle is promoted by ensuring that only authorised persons could alter electronic data?
- A. Honesty
 - B. Integrity
 - C. Transparency
 - D. Accuracy
- (2 marks)

18. Choose a consequence of security breaches to information technology systems from the following:
- A. Accessibility of data
 - B. Reputational damage
 - C. Collapse of data base
 - D. Theft of computers
- (2 marks)
19. Which of the following is an ethical issue in the use of social networks?
- A. Identity theft
 - B. Data inaccessibility
 - C. Accurate content
 - D. Data disruption
- (2 marks)
20. Which of the following statements explains the term “authentication” in relation to information technology?
- A. Retrieving information from a database
 - B. Process of denying right of access to data
 - C. Permission to execute a computer program
 - D. Process of validating the identity of a user
- (2 marks)
21. Which of the following is a purpose of data encryption?
- A. Confidentiality of information
 - B. Information transparency
 - C. Information storage
 - D. Data manipulation
- (2 marks)
22. Which of the following is a characteristic of ethical communication?
- A. Does not entertain dissenting views
 - B. It is sensitive to cultural diversity
 - C. Limits access to information resources
 - D. Expresses intolerance and resentment
- (2 marks)
23. Choose a form of phishing from the following:
- A. Visiting insecure sites on the internet
 - B. Sending false messages on social media
 - C. Manipulation of electronic information
 - D. Malicious links sent with email
- (2 marks)
24. Identify an ethical practice in the communication process from the following:
- A. Provision of prompt feedback
 - B. Use of multiple channels
 - C. Fast conception of message
 - D. Inclusion of noise in the process
- (2 marks)
25. Which of the following is unethical in relation to upward communication?
- A. Lack of line of authority
 - B. Fear of being criticised
 - C. Filtering of information
 - D. Complaints and grievances
- (2 marks)
26. Identify a way in which a participant could portray ethical behaviour during an online meeting.
- A. Interrupt the speaker to seek clarification
 - B. Remain silent throughout the meeting
 - C. Leave meeting occasionally to take a break
 - D. Mute the microphone while not speaking
- (2 marks)
27. Which ethical principle of business communication is achieved by fulfilling promises made?
- A. Trustworthiness
 - B. Transparency
 - C. Respect.
 - D. Courtesy
- (2 marks)

28. Which of the following could be a negative effect of plagiarism?
A. Compromising confidentiality of information
B. Eroding trust of information presented
C. Affecting credibility of readers of information
D. Could lead to lack of feedback in communication (2 marks)
29. Which of the following terms refers to unethically omitting important facts to fit a speaker's point of view?
A. Data merging
B. Plagiarism
C. Data manipulation
D. Data loss (2 marks)
30. Select the type of communication that provides feedback to the management on employees' feelings and dissatisfaction:
A. Upward communication
B. Lateral communication
C. Downward communication
D. Diagonal communication (2 marks)
31. Which of the following could lead to effective oral communication?
A. Proper articulation
B. Proper punctuation
C. Correct spelling
D. Short paragraphs (2 marks)
32. Which of the following terms refers to the exchange of facts, opinions, ideas or emotions between two or more people?
A. Understanding
B. Information
C. Communication
D. Interpretation (2 marks)
33. Choose a characteristic of formal communication from the following:
A. It is unsystematic and unregulated
B. Flows in all directions at the same time
C. Not affected by official lines of authority
D. The source of information is known (2 marks)
34. Identify the principle of communication that is achieved when the sender uses a media that best suits the receiver.
A. Brevity
B. Accuracy
C. Concreteness
D. Consideration (2 marks)
35. Which of the following is a verbal signal of effective listening?
A. Paraphrasing
B. Smiling
C. Eye-contact
D. Attentiveness (2 marks)
36. With reference to the writing process, which of the following steps should be undertaken before writing the first draft?
A. Pre-writing
B. Pre-editing
C. Revising
D. Proofreading (2 marks)
37. Choose a factor that makes memoranda convenient channel of written communication.
A. Are widely circulated internally and externally
B. They are records of facts and decisions
C. They help in meeting statutory obligations
D. Can be pre-printed in a standardised format (2 marks)

38. Which of the following is a purpose of the findings section of a formal report?
A. State methods used to gather information
B. State the information gathered
C. Makes suggestions for action
D. States the reason for writing the report (2 marks)
39. Which of the following is the meaning of the term 'unity' in relation to paragraph development?
A. Natural and logical flow of sentences
B. Use of linking words to join sentences
C. Paragraph deals with a single idea
D. Paragraph has an appropriate length (2 marks)
40. Which of the following is a characteristic of a fully blocked letter layout?
A. There should be use of open punctuation
B. No spaces should be left between paragraphs
C. First line of each paragraph is indented
D. Complimentary close is on the right margin (2 marks)
41. Which of the following terms refers to a bulletin that is issued periodically to members of staff in an organisation?
A. Circular
B. Notices
C. Proposal
D. Newsletters (2 marks)
42. Which of the following is a limitation of written communication?
A. Eliminates the need for further data processing
B. Avoids excessive summarising of information
C. Feedback given instantly
D. Eliminates formatting errors (2 marks)
43. Choose a purpose of line graphs from the following:
A. Show updated information
B. Show sequence of a process
C. Show parts of a whole
D. Used to indicate trends (2 marks)
44. Which of the following statements explains the term 'evaluating' in relation to the listening process?
A. Inferring the sender's meaning of message
B. Assessing the facts and opinions of the sender
C. Immediate reaction of receiver to the message
D. Taking note of the message received from sender (2 marks)
45. Identify a factor that could enhance persuasive communication from the following:
A. Receiver's credibility
B. Emotional appeal
C. Audience size
D. Listening duration (2 marks)
46. Which of the following could be a barrier to effective non-verbal communication?
A. Conflicting signals
B. Complementing signals
C. Reinforcing signals
D. Replacing signals (2 marks)
47. Which of the following statements describes the term 'symbolic gestures'?
A. Body movements used to emphasize or support speech
B. Use of body movements to manipulate meaning of speech
C. Body language used to make speech lively and interesting
D. Body language that can be used without need for speech (2 marks)

48. Which of the following is the furthest distance that could determine the proximity between communicators?
- A. Social distance
 - B. Personal distance
 - C. Status distance
 - D. Public distance
- (2 marks)
49. The following is a list of information that a speaker requires to know before delivering a presentation.
- (i) Time allocation
 - (ii) Demographics
 - (iii) Knowledge level
 - (iv) Occasion of speech
 - (v) Expectations
 - (vi) Other speakers
- Which of the following set of information could be gathered through audience analysis?
- A. (i), (ii), (iii)
 - B. (ii), (iii), (v)
 - C. (iii), (iv), (vi)
 - D. (iii), (v), (vi)
- (2 marks)
50. Select a benefit that audio conferences have over other types of online meetings.
- A. Allow attendance from any location
 - B. Proceedings of meeting can be recorded
 - C. Reduce cost of travelling to the meeting venue
 - D. Less prone to technical breakdowns
- (2 marks)
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CISSE FOUNDATION LEVEL

COMMUNICATION SKILLS AND ETHICS IN INFORMATION SYSTEMS

TUESDAY: 25 April 2023. Morning Paper.

Time Allowed: 2 hours.

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

1. Which of the following is an objective of effective external communication in an organisation?
 - A. Lower employee turnover
 - B. Enhanced corporate image
 - C. Promotes coordination of tasks
 - D. Improved delegation of work
2. What term refers to communication that flows along the lines of command in an organisation?
 - A. Internal communication
 - B. Horizontal communication
 - C. Formal communication
 - D. Grapevine communication
3. Which of the following is an advantage of using mobile phones in business communication?
 - A. Improved customer service
 - B. Improved language use
 - C. Enhance data accuracy
 - D. Reduces work disruption
4. Choose a characteristic of mass communication audience.
 - A. Heterogeneous
 - B. Homogeneous
 - C. Critical
 - D. Concentrated
5. Which of the following element helps in evaluating the effectiveness of a communication channel?
 - A. Receiver
 - B. Channel
 - C. Message
 - D. Feedback
6. Which of the following could cause distractions in the communication process?
 - A. Gender
 - B. Time
 - C. Personality
 - D. Multitasking
7. Which of the following is a sender-oriented barrier?
 - A. Poor retention
 - B. Under communication
 - C. Interests and attitudes
 - D. Being judgmental

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8. Which of the following indicates the correct order of stages in the communication process?
- A. Encoding, transmission, conception, decoding
 - B. Conception, encoding, transmission, decoding
 - C. Conception, decoding, transmission, encoding
 - D. Encoding, conception, transmission, decoding
9. What is the purpose of a topic sentence in a paragraph?
- A. Provide conclusion for the message covered
 - B. Support other sentences in the paragraph
 - C. Summarises the general idea to be covered
 - D. Shows relationships between sentences
10. Identify media that could be used to communicate new policies and procedures in an organisation.
- A. Reports
 - B. Directives
 - C. Questionnaires
 - D. Circulars
11. What benefit could accrue to an organisation from the use of pre-printed order forms?
- A. Collection of detailed information
 - B. Numbered for ease of reference
 - C. Contains a covering letter
 - D. Requires support to fill in
12. Which of the following could be an efficient channel for sending urgent inter-office communication?
- A. Meetings
 - B. Reports
 - C. E-mails
 - D. Proposals
13. Which of the following is a goal of persuasive communication?
- A. Interview the audience
 - B. Convince the audience
 - C. Introducing information
 - D. Requesting for ideas
14. Identify the meaning of listening in the communication process.
- A. Understanding the communication process
 - B. Clear transmission of individual communication
 - C. Accurate perception of message communicated
 - D. Accurate decoding of the individual message
15. Which of the following is a technique of overcoming barriers to effective listening?
- A. Recording information
 - B. Mind mapping
 - C. Remembering information
 - D. Selective listening
16. Which is a distinguishing characteristic between oral and written communication?
- A. Interaction
 - B. Exchange
 - C. Title
 - D. Length
17. Which of the following non-verbal signal can be used to communicate authority?
- A. Pitch
 - B. Space
 - C. Pace
 - D. Touch

18. Identify a factor that could influence the interpretation of non-verbal communication.
- A. Language
 - B. Channel
 - C. Media
 - D. Culture
19. Choose a technique used when presenting a public speech to enhance understanding of complex topic.
- A. Vary your tone
 - B. Articulate words
 - C. Be authoritative
 - D. Use visual aids
20. Which of the following is a reason why a presenter could analyse the audience level of understanding?
- A. Estimate the number of attendees
 - B. Determine the mix of gender
 - C. Determine what they already know
 - D. Determine the mood they will be in
21. Which of the following factor could a speaker consider while choosing a topic for presentation?
- A. Speaker's appearance
 - B. Venue of presentation
 - C. Audience specialisation
 - D. Referencing style
22. Which of the following is a challenge of using the manuscript method of delivering a public speech?
- A. Forgetting information
 - B. Monotonous presentation
 - C. Lack of knowledge
 - D. Lack of preparation
23. Why would an organisation conduct a screening interview technique?
- A. To judge candidates' intelligence
 - B. To judge ability to withstand stress
 - C. To weed out unsuitable candidates
 - D. To judge from personal appearance
24. Which of the following should be undertaken by an interviewee before a job interview?
- A. Screen applications
 - B. Avoid nervousness
 - C. Respect the interviewer
 - D. Learn about the company
25. Which of the following is an attribute that should be portrayed by an interviewee?
- A. Should be enthusiastic
 - B. Exaggerate information
 - C. Emphasize on salary
 - D. Should be aggressive
26. Identify the reason why preparing an agenda is important before a meeting.
- A. Helps in distribution of minutes
 - B. Used in analysing participants
 - C. Allows discussion of relevant matters
 - D. Helps to present the ground rules
27. Identify a factor that could lead to low participation in a meeting?
- A. High motivation
 - B. Effective leadership
 - C. Presence of an expert
 - D. Adequate preparation

28. Which of the following is a duty of the secretary before a meeting?
- A. Prepare the venue
 - B. Determine objectives
 - C. Control meeting
 - D. Write minutes
29. Which of the following is a challenge associated with video conferencing?
- A. Network connectivity
 - B. Geographical barriers
 - C. Lack of visual aids
 - D. Lack of participants
30. Identify the type of report that gives a thorough evaluation of a given situation.
- A. Informative
 - B. Routine
 - C. Timely
 - D. Analytical
31. Which of the following is a characteristic of a proposal?
- A. Provides suggestions
 - B. Need no convincing
 - C. Identifies a decision
 - D. Statement of purpose
32. Which of the following is contained in the terms of reference section of a report?
- A. Methods of data collection
 - B. Summary of findings
 - C. Purpose and scope
 - D. Title and acknowledgement
33. Which of the following is a benefit of having an appendix in a report?
- A. To list recommendations
 - B. To give a general overview
 - C. To describe the methodology
 - D. To add material for reference
34. Which of the following is an impact of office automation in an organisation.
- A. Information overload
 - B. Reduced skills
 - C. Improved efficiency
 - D. Minimises hacking
35. What term explains computer networks that allows communication between business associates?
- A. Social media
 - B. Website
 - C. Blogs
 - D. Extranet
36. Why is it ethical to protect the confidentiality of clients' data?
- A. For competitive advantage
 - B. Use it to create a data base
 - C. To keep it for future use
 - D. Protect privacy rights
37. Which of the following could be used to avoid unethical practices by ICT staff?
- A. Ensure adequacy of data
 - B. Allow unlimited access to data
 - C. Adherence to the relevant law
 - D. Avoid strict rules and regulations

38. Which of the following is an objective of data protection?
- A. Ensure unlimited access
 - B. Avoid accidental disclosure
 - C. Ensure consistent information
 - D. Uphold information modification
39. Which of the following is a principle of ethical communication?
- A. Conciseness
 - B. Transparency
 - C. Brevity
 - D. Concreteness
40. Which of the following is a technique that could be used to avoid plagiarism?
- A. Using copyrighted information
 - B. Citing the source of information
 - C. Using other people's information
 - D. Limited use of published information
41. Which of the following is a data manipulation technique?
- A. Downloading
 - B. Recording
 - C. Erasing
 - D. Merging
42. Which of the following could trigger unethical communication?
- A. Need for financial gain
 - B. Open communication lines
 - C. Casual employees
 - D. Constructive feedback
43. Which of the following amounts to inappropriate use of data collected?
- A. Data fabrication
 - B. Data mining
 - C. Sharing with others
 - D. Redefining data
44. Which of the following could enhance a speaker's credibility?
- A. Speaker's expertise
 - B. Length of speech
 - C. Body of speech
 - D. Non-verbal cues
45. Identify a measure that management could take to ensure compliance with codes of ethics.
- A. Producing many copies
 - B. Avoid ethical dilemma
 - C. Circulate it to customers
 - D. Conduct ethics audit
46. Which of the following could compromise data integrity?
- A. Digital collection
 - B. Data encryption
 - C. Wrong password
 - D. Corrupted input
47. Which of the following is a necessary ethical consideration in information technology?
- A. Social consequences of a computer programme
 - B. Possible gain from a computer software
 - C. Cost of installing a computer network
 - D. Availability of supporting infrastructure

48. What term refers to malware that can unethically collect data from a computer?
- A. Comware
 - B. Spyware
 - C. Hardware
 - D. Password
49. Which of the following is a purpose of a software license?
- A. Allows creation of digital content
 - B. Allows use of computer network
 - C. Allows use of digital material
 - D. Minimises risk of miscommunication
50. Which of the following is an ethical information communication and technology practice?
- A. Seeking consent for data collection
 - B. Not deleting personal data after use
 - C. Re-identification of anonymous data
 - D. Collecting as much data as possible
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CISSE FOUNDATION LEVEL

COMMUNICATION SKILLS AND ETHICS IN INFORMATION SYSTEMS

TUESDAY: 6 December 2022. Morning Paper.

Time Allowed: 2 hours.

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

1. Which of the following could hinder horizontal communication?
 - A. Flat organisation structure
 - B. Levels of management
 - C. Empire building
 - D. Lack of eye-contact
2. Identify a way that a sender could ensure proper encoding of a message.
 - A. Use active constructions
 - B. Avoid concrete expressions
 - C. Solicit for suitable feedback
 - D. Choose an appropriate channel
3. Which of the following is a benefit of effective communication?
 - A. Information overload
 - B. Improvement in technology
 - C. Enhance computer networking
 - D. Stronger business relationships
4. Which of the following is a measure that management could institute to control grapevine in an organisation?
 - A. Allowing access to confidential information
 - B. Not involving employees in decision-making
 - C. Maintaining open channels of communication
 - D. Limit the volume of upward communication
5. Which of the following statement explains the meaning of ethnocentrism as a barrier to communication?
 - A. Assumptions made about people of a certain cultural group
 - B. Belief that one's own culture is superior to other cultures
 - C. Difference in behavior between people of different cultures
 - D. Different translations because of use of different languages
6. Which of the following statement describes the meaning of the term 'decoding'?
 - A. Receiving the message sent by the sender
 - B. Translating and interpreting the message received
 - C. Putting the message in a language that is acceptable
 - D. Transferring the message through the selected channel
7. Identify a way in which courtesy could be achieved in communication.
 - A. Ensuring accuracy of information
 - B. Using specific facts and figures
 - C. Sending polite and sincere messages
 - D. Ensuring adequacy of information

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8. What term is given to the type of communication that occurs within oneself?
- Intrapersonal communication
 - Interpersonal communication
 - Personal communication
 - Incoherent communication
9. Which of the following is a challenge of using questionnaires to collect data?
- Not possible to administer to a large audience
 - Difference in interpretation of the questions
 - Cannot be used to collect quantitative data
 - No flexibility in terms of time to complete them
10. Which of the following is a quality of a good publicity material?
- Lengthy
 - Partial
 - Actionable
 - Newsworthy
11. The following represents the procedure of designing forms:
- Preparation of draft
 - Establishing the purpose
 - Production of copies
 - Designing the layout
 - Approval
 - Determine the content
- Which of the following set represents the correct procedure of designing a form?
- (i), (ii), (iv), (vi), (iii), (v)
 - (ii), (vi), (iv), (i), (v), (iii)
 - (v), (iv), (ii), (vi), (i), (iii)
 - (iv), (ii), (vi), (i), (iii), (v)
12. Which of the following is a characteristic of a good sentence?
- Should contain one idea
 - Should have an introduction
 - Should use passive voice
 - Should contain all tenses
13. Identify a situation when use of email communication could be preferable.
- When there is need to persuade the reader
 - When conveying a composite message
 - When sending a message to multiple recipients
 - When there is a request for more information
14. When would the use of pie charts be most appropriate in communication?
- Showing comparisons
 - Showing trends
 - Showing sequence
 - For dramatic effect
15. Which of the following non-verbal signal could show active listening?
- Pitch
 - Posture
 - Touch
 - Time
16. Which of the following could determine space maintained between communicators?
- Speed
 - Channel
 - Medium
 - Status

17. Which of the following is an effective use of non-verbal signals?
- A. Use of simple words that are easy to understand
 - B. Using the same tone throughout a presentation
 - C. Use of facial expressions that match the words
 - D. Use of gestures that contradict the speech
18. Which of the following is a purpose of gestures in speech delivery?
- A. Introducing
 - B. Supporting
 - C. Concluding
 - D. Evaluating
19. Identify an objective of critical listening?
- A. Evaluate logic of arguments
 - B. Criticise the message sent
 - C. Helps in gaining trust of others
 - D. Ignore complex information
20. What term refers to an attempt to convince recipients to change their responses or opinions?
- A. Assertive communication
 - B. Persuasive communication
 - C. Aggressive communication
 - D. Active communication
21. What technique could a receiver use to indicate understanding of a telephone conversation?
- A. Giving suitable verbal signals
 - B. Use of non-verbal signals
 - C. Recording the conversation
 - D. Making notes of the conversation
22. Which of the following is an advantage of oral communication?
- A. Suitable for lengthy messages
 - B. Appropriate for controversial matters
 - C. Easy to get the recipient's attention
 - D. Well thought feedback is given
23. Identify a technique that a speaker could use to manage stage flight.
- A. Conclude appropriately
 - B. Use appropriate humour
 - C. Rehearse the speech
 - D. Stand near the audience
24. Identify a benefit of using an outline to deliver a public speech.
- A. Enhances quick presentation
 - B. Makes it easy to read the speech
 - C. Facilitates choice of a good topic
 - D. Helps develop a logical sequence
25. Which of the following visual aid could enable a speaker incorporate audiences' ideas while making a presentation?
- A. Bar graphs
 - B. Flip charts
 - C. Log tables
 - D. Physical objects
26. Identify an objective of having a good introduction during a presentation?
- A. Building credibility
 - B. Summarising the speech
 - C. Ensuring coherence
 - D. Reinforce the message

27. What is the purpose of exit interviews?
- A. Appraisal of employees
 - B. Hiring right employees
 - C. Reduce staff retention
 - D. Constructive feedback
28. Which of the following is a quality of a good interviewer?
- A. Biased
 - B. Patronising
 - C. Analytical
 - D. Judgmental
29. Which of the following is an advantage of conducting interviews?
- A. Immediate feedback
 - B. Less time consuming
 - C. Cheap to conduct
 - D. Brings people together
30. Which statement describes the process of making decisions in a meeting through consensus?
- A. The chairperson makes the decision without involving others
 - B. Involves convincing all members to agree with the decision
 - C. Everyone is in agreement and no convincing is required
 - D. Made through voting with majority carrying the day
31. Which of the following is a step that a secretary should take while planning an agenda for a meeting?
- A. Place routine items at the end of the agenda
 - B. Record the summary of actions to be undertaken
 - C. Record the list of members to attend the meeting
 - D. Cross-reference items from previous meetings
32. Identify a way that the chairperson could enhance the effectiveness of an audio-conference?
- A. Send ahead any necessary documents and visual aids
 - B. Display suitable visual aids attractively for all to see
 - C. Use of non-verbal signals to reinforce the message
 - D. Distribute the agenda while doing the introductions
33. Which term refers to the least number of people that should attend a formal meeting?
- A. Participants
 - B. Quorum
 - C. Officials
 - D. Proposers
34. Identify a reason why most organisations are replacing face to face meetings with webinars?
- A. Enhances good interaction
 - B. Promotes use of teamwork
 - C. Allows diverse audience
 - D. Eases environmental control
35. Identify situations when graphics could be included in formal reports?
- A. When recommendations are to be included
 - B. When presenting a very lengthy conclusion
 - C. When presenting complex facts and ideas
 - D. In the absence of a letter of transmittal
36. Which of the following is a benefit of maintaining a code of ethics in an organisation?
- A. Helps determine the purpose of good behaviour
 - B. Helps in record-keeping and filing information
 - C. Provides information on the behaviour of staff
 - D. Serves as guideline for acceptable conduct

37. Which of the following is a purpose of ethics in communication?
- A. Promotes faster communication
 - B. Enhances trust between parties
 - C. Reduces grapevine communication
 - D. Encourages upward communication
38. Which of the following is a characteristic of ethical communication?
- A. Lack of confidentiality in communication
 - B. Withholding crucial information from others
 - C. Accepting responsibility for messages conveyed
 - D. Conveying offending messages if they are true
39. Why is there an increase in the use of websites in business communication?
- A. Cost effective to design and host
 - B. Ensures appropriate use of personal data
 - C. Useful in branding and public relations
 - D. Regular updating and responding to enquiries
40. What term refers to intentionally presenting someone else's ideas without quoting the source?
- A. Fabrication
 - B. Falsification
 - C. Piracy
 - D. Plagiarism
41. Which of the following is used in analysing customers behaviour?
- A. Data repackaging
 - B. Data mining
 - C. Data encryption
 - D. Data processing
42. Which of the following is unethical in relation to customers' data?
- A. Keeping data for longer than necessary
 - B. Revealing breaches of sensitive data
 - C. Collecting and storing customer data
 - D. Circulate customers data with their consent
43. Which of the following could contribute to accuracy of information?
- A. Regular updates
 - B. Immediate feedback
 - C. Data accessibility
 - D. Simple language
44. Identify a measure that could be instituted to enhance data integrity.
- A. Regular data collection
 - B. Authorised changes to data
 - C. Ensure accessibility of data
 - D. Discarding personal data
45. Which of the following is a characteristic of ethical listeners?
- A. Engage in selective listening
 - B. Don't read between the lines
 - C. Ask questions for clarifications
 - D. Respond before understanding
46. Which of the following is a way of dealing with ethical dilemmas?
- A. Rewarding employees
 - B. Moral considerations
 - C. Disciplining employees
 - D. Accept responsibility

47. Which of the following is a characteristic of ethical communicators?
- A. Fully trust other communicators
 - B. Consider quality of data before use
 - C. They solicit for immediate feedback
 - D. They engage in oral conversations
48. Which of the following is a type of unethical communication?
- A. Objective communication
 - B. Conveying negative messages
 - C. Not interrupting the speaker
 - D. Deceptive communication
49. How could top managers promote ethics in an organisation?
- A. Proper planning
 - B. Role allocation
 - C. Policy formulation
 - D. Staff motivation
50. Which of the following could be considered unethical in the persuasion process?
- A. Not appealing for desired action
 - B. Not seeking for change of opinion
 - C. Giving evidence of facts given
 - D. Manipulating desired reasoning
-

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CISSE INTERMEDIATE LEVEL

COMMUNICATION SKILLS AND ETHICS IN INFORMATION SYSTEMS

TUESDAY: 2 August 2022. Morning paper.

Time Allowed: 2 hours.

The 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. A message beneath a message is labelled as:
 - A. Embedded text
 - B. Internal text
 - C. Inter-text
 - D. Sub-text
2. In mass communication, selective perception is dependent on the receivers:
 - A. Competence
 - B. Pre-disposition
 - C. Receptivity
 - D. Ethnicity
3. A major barrier in transmission of cognitive data in process of communication is an individual is _____
 - A. Personality
 - B. Expectation
 - C. Social Status
 - D. Coding ability
4. Transformation of thoughts, ideas and messages in verbal and non-verbal signs is referred to as:
 - A. Channelisation
 - B. Mediation
 - C. Encoding
 - D. Decoding
5. _____ is the study of touches as non-verbal communication.
 - A. Haptics
 - B. Body language
 - C. Gestures
 - D. Prosody
6. The best teaching is to:
 - A. Impart information
 - B. Ask students to read
 - C. Suggest good reference material
 - D. Initiate a discussion and participate in it.
7. _____ is important when a teacher communicates with his/her students.
 - A. Sympathy
 - B. Empathy
 - C. Apathy
 - D. Antipathy

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8. Which of the following describes the purpose of a cover letter?
- A. Attached to a detailed report
 - B. Attached to a resume
 - C. Attached to a memo
 - D. Used to call for a meeting
9. _____ describes all forms of communications that are not verbal.
- A. Prosody
 - B. Vocalics
 - C. Haptics
 - D. Paralanguage
10. The _____ in usage of words, may be a serious barrier to effective communication.
- A. Disturbance
 - B. Discrimination
 - C. Disorder
 - D. Distortion
11. Breakdown in verbal communication is described as:
- A. Short circuit
 - B. Contradiction
 - C. Unevenness
 - D. Entropy
12. In the classroom, the teacher sends the message either as words or images. The students are really.
- A. Encoders
 - B. Decoders
 - C. Agitators
 - D. Propagators
13. CC is the abbreviation for _____.
- A. Carbon and Circle
 - B. Carbon Copy
 - C. Carried Copy
 - D. Copy and Copy paste
14. Legal letters are different from enquiry letters but they also have something in common. What is it?
- A. Copied to lawyer
 - B. Written for transmission
 - C. Action interest
 - D. Written in pro-active language
15. To write a good report, it is necessary to have:
- A. Materials to use
 - B. Good command of English language
 - C. Terms of reference
 - D. Preliminary information
16. A structured meeting with an educational purpose is called _____.
- A. A gathering
 - B. A standing meeting
 - C. Seminar
 - D. A structured meeting
17. _____ is called to address a crisis.
- A. Briefing
 - B. Emergency meeting
 - C. Standing meeting
 - D. Board meeting

18. _____ is a highly structured moderated meeting like a presentation, where various participants contribute following a fixed agenda.
- A. Conference
 - B. Seminar
 - C. Board meeting
 - D. Annual General meeting
19. Gathering to discuss one subject such as work issue or task related to a project is called _____
- A. An emergency meeting
 - B. A standing meeting
 - C. A topical meeting
 - D. A special meeting
20. Written symbols represent _____.
- A. Hidden language
 - B. Syllabic language
 - C. Thoughts and concepts of human beings
 - D. Deep meaning
21. Where interviewer is not biased, questions are asked in a _____ manner.
- A. Standard
 - B. Abstract
 - C. Structured
 - D. Clear
22. Manners and etiquettes are necessary parts of an interview because they are important for:
- A. Career, building relationship and professionalism
 - B. Attracting attention
 - C. Earning high scores
 - D. Future reference
23. Hypothetical questions are asked to find out the _____ of the candidate.
- A. Personal history
 - B. Behaviour
 - C. Maturity
 - D. Intelligence
24. Decisions passed by shareholders are known as _____.
- A. Resolutions
 - B. Provisions
 - C. Articles
 - D. Memorandums
25. _____ is a meeting to which all shareholders are invited.
- A. Annual General Meeting
 - B. General meeting
 - C. Class meeting
 - D. Board meeting
26. Most of us uses _____ and _____ in addition to words when we speak
- A. Word and gestures
 - B. Gestures and body languages
 - C. Body language posture
 - D. Posture and eye gazing
27. _____ is an announcement sheet that is sent to a specific group of people containing closed information.
- A. Notice
 - B. Memo
 - C. Circular
 - D. Letter

28. Which one of these is not part of active listening?
- A. Look at the person
 - B. Give advice
 - C. Encourage the person
 - D. Use empathy
29. Reports are often used to display the results of:
- A. Experiment
 - B. Investigation
 - C. Inquiry
 - D. All of the above
30. Report writing by an individual should be written in:
- A. First person
 - B. Last person
 - C. Both A and B
 - D. None of the above
31. A terabyte is equal to:
- A. 1024 Megabytes
 - B. 1024 Gigabytes
 - C. 1024 x 1024 Kilobytes
 - D. 1024 kilobytes
32. DNS stands for:
- A. Domain Name Standards
 - B. Domain Name System
 - C. Distributed Name System
 - D. Dynamic Name Standard
33. While using overhead projectors, you can reveal the information line by using an _____ sheet to over the _____.
- A. Opaque, flip chart
 - B. Translucent, transparency
 - C. Transparent, slide
 - D. Opaque, transparency
34. Mobile communication is also called _____.
- A. Cellular network
 - B. Mobile network
 - C. 2G network
 - D. Both A and B
35. Which of the following are web-based application used by 3G?
- A. Video conferencing
 - B. Emails
 - C. Multi-media
 - D. All of the above
36. Which among the following fall under category of micro-ethics?
- (i) Health and safety
 - (ii) Product liability
 - (iii) Bribes and gifts
 - (iv) Sustainable development
- A. 1, 2 and 4
 - B. 1 and 3
 - C. 2 and 4
 - D. 1, 2 and 3

37. Identify the school of ethics under which whistle blowing can be justified by the following preposition “when the balance of good over evil is better for all affected parties than if the whistle was not blown”.
- A. Deontological
 - B. Ethical realism
 - C. Utilitarianism
 - D. Ethical relativism
38. To which type of engineers can code of ethics conceived by professional engineering societies be of any use?
- A. Engineers who are licensed professionals
 - B. Engineers who belongs to professional engineering society
 - C. Engineers who are working in a public sector enterprise
 - D. All those people who engage in engineering practice
39. Which of the following is the most appropriate dilemma within computer/technology ethics?
- A. Means versus ends
 - B. Risk versus benefit
 - C. Privacy versus social utility
 - D. Public versus private
40. The ethical issue concerned with computer technology are termed ‘unique’. What does this mean?
- A. Computers constitute a new phenomenon in history and ethical problems they pose are unique not solvable by simple application.
 - B. Only unique people can handle the sophisticated functioning of computers and therefore only they need to learn about its ethics.
 - C. Both A and B
 - D. Neither A nor B
41. The view that there are no general moral principles and that the moral disputes therefore cannot be resolved is a description of which of the following schools of ethics.
- A. Ethical nihilism
 - B. Ethical skepticism
 - C. Ethical realism
 - D. Ethical transcendence
42. Which of the following is the opposite of normative ethics?
- A. Micro ethics
 - B. Beta ethics
 - C. Meta ethics
 - D. Virtual ethics
43. Which of the following principles is the essential principle of utilitarian school of thought?
- A. Greatest health principle
 - B. Greatest happiness principle
 - C. Greatest wealth principle
 - D. Greatest respect principle
44. To be successful, business ethics training program need to:
- A. Focus on personal opinions of employees
 - B. Be limited to upper executives
 - C. Educate employees on formal ethical frameworks and models of decision making
 - D. Promote the use of emotions in making tough ethical decisions
45. Most companies begin the process of establishing organizational ethical programs by developing:
- A. Ethical training programs
 - B. Code of conduct
 - C. Ethical enforcement mechanisms
 - D. Hidden agenda
46. When a firm charges different prices to different groups of customers, it may be accused of:
- A. Cultural relativism
 - B. Money laundering
 - C. Facilitating payments
 - D. Price discrimination

47. Which of the following is a problem presented by ethics audit?
- A. They may be used to allocate resources
 - B. They identify practices that need improvement
 - C. Selecting auditors with integrity may be difficult
 - D. They may pinpoint problems with stakeholder's relationship
48. Code of conduct and code of ethics;
- A. Are formal statements that describe what an organisation expects of its employees
 - B. Becomes necessary after a company has been in legal trouble
 - C. Are designed for top executives and managers not regular employees
 - D. Rarely becomes an effective component of the ethics and compliance program
49. An organisation's obligations to act to protect and improve society is referred to as _____.
- A. Organisation's social responsibility
 - B. Organisation's social responsiveness
 - C. Corporate obligation
 - D. Business ethics
50. Which of the following is not one of the principles of corporate governance combined code of practice?
- A. Openness
 - B. Integrity
 - C. Accountability
 - D. Acceptability
-

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Communication Skills and Ethics in Information Systems

1. Which of the following is a communication skill

- a) Talking while someone is talking
- b) Listening to what people say
- c) Putting fingers in the ears
- d) Looking outside the window

(Ans b - Listening to what people say)

2. Which of the following is not a way of gaining the audience attention

- a) Narrative
- b) Quotation
- c) Illustration
- d) Walking

(Ans d – Walking)

3. The best communication channel for Persuasive communication is

- a) Face – to - Face
- b) Telephone call
- c) An E-mail
- d) A Report

(Ans A – Face – to - Face)

4. One of the following is not a principle of communication

- a) Is Irreversible
- b) Is Complicated
- c) Is learnable
- d) Is inescapable

(Ans C – Is learnable)

5. ____ means communication without words

- a) Object communication
- b) Written communication
- c) Oral communication
- d) Non-verbal communication

Ans: d) Non-verbal communication.

6. The most important aspect of style in a language is

- a) Alphabets
- b) Articles
- c) Punctuation
- d) nouns

Ans: C) punctuation

7. Back straight, and arms and legs uncrossed, indicates a ____ posture.
- a) Closed
 - b) Tensed
 - c) Open
 - d) Relaxed

Ans: C) Open

8. Teach, Design, Tell a story and play is ____
- a) Involve your Audience
 - b) Introduce the presentation
 - c) Attract audience attention
 - d) Close the presentation

Ans: a) Involve your Audience

9. _____ in **not** used guidelines for constructing pie charts
- e) Label each slide
 - f) Exploding the slide
 - g) Positioning slides
 - h) Slide legibility

Ans: d) Slide legibility

10. One of the following is A part of a letter

- a) The Attention line
- b) Length of a letter
- c) Use of Sentences
- d) Punctuations marks

Ans: a) The Attention line

11. At each stage in the process of communication, there is a form interference which hinders the process. Such interference is known as ____
- a) Sender
 - b) Receiver
 - c) Barrier
 - d) Channel

Ans: C) Barrier

12. The interviewer can judge the behavior of a candidate according to
- a) Presentation
 - b) Intelligence
 - c) Socialization
 - d) Dressing

Ans: a) Presentation

13. Which of these is not step in the listening process

- a) To stop talking
- b) Misinterpreting
- c) Receiving
- d) Responding

Ans: b) Misinterpreting

14. Which of these should be avoided for effective listening

- a) Pre-listening analysis
- b) Listening to structured talks
- c) Team listening
- d) Trying to Predict

Ans: d) Trying to Predict

15. The three elements of presentation do not include?

- a) An audience
- b) Specific content
- c) Visual Aids
- d) A presenter

Ans: d) Presenter

16. The three elements of Press Release do not include?

- a) Announce something of value
- b) It is a form of public relations
- c) Help organization gain visibility
- d) Launching of new products

Ans: b) It is a form of public relations

17. A report can be one of the following types

- a) Routine
- b) Research
- c) Transmittal
- d) Structure

Ans: a) Presentation

18. During presentation in front 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 not the audience

Ans: d) look at your screen not the audience

19. Which of these should be avoided while note talking

- a) Concentration
- b) Evaluation
- c) Listening
- d) Using phrases

Ans: d) Using phrases

20. The main goal of tables used in Visual aids for technical written documents is to eliminate

- a) Repetition of words
- b) Mistaken Words
- c) Highlighting of words
- d) Misunderstanding

Ans: a) Repetition of words

21. Which of the following is a type of non-verbal communication?

- a) Letter
- b) Body Language
- c) Telephone Calls
- d) Email

Ans: b) Body Language

22. One of the following is a limitation of oral communication

- a) Allows instantaneous feedback
- b) Doesn't retain evidence
- c) Use with non-verbal clues
- d) Attention of the listener

Ans: b) Doesn't retain evidence

23. The three characteristics of Voice

- a) Tone
- b) Volume
- c) Accuracy
- d) Pitch

Ans: c) Accuracy

24. The purpose of writing is

- a) Time consuming
- b) Avoid Mistakes
- c) Future reference
- d) Legal Requirements

Ans: c) Accuracy

25. _____ is a characteristic of a Paragraph

- e) Rewriting
- f) Sincerity
- g) Conversation
- h) Length

Ans: d) Length

26. Memorandum (memos) may be used for any official communication. Usually, memos are used for?

- a) Organization of the material.
- b) For conveying schedule message
- c) Factual information to management
- d) Making an outline of issues

Ans: b) For conveying schedule message

27. The three objectives of meeting do not include?

- a) It is a routine company practice
- b) To get feedback from the members
- c) To resolve conflicts and confusion
- d) To understand the situation.

Ans: a) It is a routine company practice

28. A notice of a general meeting includes the following contents except?

- a) Time and Date
- b) Any other business
- c) Place of Meeting
- d) Nature of business

Ans: b) Any other business

29. **The Secretary is responsible for** ensuring meetings are effectively organized and minute taken but not

- a) Circulating approved minutes
- b) Receiving the agenda items
- c) Calling meeting to order
- d) Circulating meeting Agendas

Ans: c) Calling meeting to order

30. The purpose of writing minutes is

- a) Meeting cannot be held without Minutes
- b) Is within the scope of the meeting
- c) To conduct the meeting smoothly
- d) Serves as the record of discussion

Ans: d) Serve as the record of discussion

31. Types of business meetings do not include?

- a) Team building meetings
- b) Client review meeting

- c) Innovation meetings
- d) Status update meetings

Ans: b) Client review meeting

32. The extraordinary general meeting may be called in the following way

- a) On the requisition of the shareholders
- b) The company business is declining
- c) On recommendation by the director
- d) Employees feel such a meeting is due

Ans: a) On the requisition of the shareholders

33. Which among the following is not a key concern when designing a good presentation,

- a) Length of presentation
- b) Humor to use.
- c) Presentation style
- d) Cost of the presentation

Ans: d) Cost of the presentation.

34. Which one of the following is not types of advanced visual aid?

- a) Posters
- b) Flip Charts.
- c) MS Office
- d) Overhead Projectors

Ans: c) Ms Office

35. The three elements of presentation do not include?

- a) The Venue
- b) The Computer.
- c) The Organiser
- d) The Occasion

Ans: b) The Computer

36. The following statements indicates the purpose of introduction part in a report. Which one is not?

- a) Historical and technical background
- b) Scope of study, specifying limitation
- c) The Summarizing of the findings gaps
- d) Definitions of special terms and symbols.

Ans: c) The Summarizing of the findings gaps

37. Which of the following identifies the characteristics of a good report?

- a) Reader-oriented
- b) Editable
- c) Up-to-date
- d) Comprehensive

Ans: a) Reader-oriented

38. The three factors to be kept in mind while considering the tone of the memorandum do not include?

- a) Reader of the memo
- b) Memo subject-matter
- c) Company in house style
- d) Position of the writer

Ans: d) Position of the writer

39. Which One is not a category of Ethics as per modern Philosophy?

- a) Metaethics
- b) Normative ethics
- c) Pro ethics
- d) Applied ethics

Ans: C) Pro ethics

40. Which of the following must you use to access the Internet?

- a) Taskbar
- b) Notification Area
- c) Microsoft Paint
- d) Web Browser

Ans: d) Web Browser

41. _____ Is not a good practice during presentation

- a) Be formally dressed
- b) Standing comfortably.
- c) Relaxing your face
- d) Speak in one tone

Ans: d) Speak in one tone

42. The Importance of No-Verbal communication is
- a) Has no gender difference
 - b) Lengthens the message passed
 - c) Substitute the verbal message
 - d) Display less emotion in Message

Ans: c) Substitute the verbal message

43. Proxemics is
- a) No invading others space
 - b) Nearness to the answer
 - c) Being approximate in answer
 - d) Communication using space

Ans: d) Communication using space

44. The three elements of presentation do not include?
- a) Stock price Information
 - b) Corporate Governance
 - c) Audience Analysis
 - d) Organization Outlook

Ans: c) Audience Analysis

45. A copy of the agenda must be sent to the members along with the agenda of the meeting. The following points are necessary to keep in mind while drafting the agenda except one?
- a) Agenda to be out of the scope of meeting
 - b) Agenda should be in a summary form.
 - c) Routine Agenda items should be put first
 - d) Agenda should be clear and explicit

Ans: a) Agenda to be out of the scope of meeting

46. The minutes of a meeting minutes are the official records of the proceedings of the meeting. They must contain the following information except one?
- a) A list of those who did or apologies were received.
 - b) A list of name of those who attended the meeting.
 - c) A clear record of the decision reached/resolution
 - d Decision within the power of the committee

Ans: d) Decision within the power of the committee

47. _____ is an advantages of networking

- a) People can share information freely
- b) Computer networking can be addictive.
- c) Lack of policing on a computer network
- d) Disruptions can occur more frequently

Ans: a) People can share information freely

48. Only _____ is type of minutes

- a) Brief Minutes
- b) Minute of apologies
- c) Minute of attendance
- d) Minutes of Narration

Ans: d) Minutes of Narration

49. A resolution is

- a) Short Sentence
- b) Adopted Motion
- c) An affirmation
- d) A condition

Ans: d) Minutes of Narration

50. A circular issued by a business to its customers to notify or convey certain things or for their perusal is called

- a) A customer Circular
- b) A trade circular
- c) A notice circular
- d) A common circular

Ans: b) A trade circular

51. The following are the situations that need circulars to be sent but **not**

- a) To persuade customers
- b) Introduction of a new product
- c) Opening of a new branch
- d) When Increasing the price

Ans: a) To persuade customers

52. _____ is not a disadvantages of videoconferencing

- a) Technology issues
- b) Facility issues

- c) Eye contact
- d) Reaches Everywhere

Ans: d) Reaches Everywhere

53. Which of the following is a component of Videoconferencing System

- a) Cellular Phone
- b) WhatsApp
- c) Data transfer
- d) Email address

Ans: c) Data transfer

54. _____ is called **Spam**

- a) Unsolicited Message
- b) Lengthy Email
- c) Crowded inbox
- d) Type of a virus

Ans: a) Unsolicited Message

55. Answering machine stored telecommunication voice messages are known as

- a) Lead voice
- b) Voicemail
- c) Voice record
- d) Tonal voice

Ans: b) Voicemail

56. The following are limitations of a computer except

- a) Have Larger storage capacity
- b) Requires a trained personnel
- c) Cannot think on their own
- d) Cannot learn by experience

Ans: a) Have Larger storage capacity

57. _____ A direct extension line from the main line of telephone system

- a) intranet

- b) internet
- c) Intercom
- d) Network

Ans: c) Intercom

58. _____ is not the main objectives for using communication tools

- a) Clarifying and condensing information
- b) Avoiding long communication
- c) Maintaining secrecy of information
- d) Developing quality of the messages

Ans: b) Avoiding long communication

59. Courtesy is

- a) Not vague and obscure use of Message
- b) Use of familiar words, and short sentences
- c) Avoiding needless filler words and phrases
- d) Message use of Polite words and gestures

Ans: d) Message use of Polite words and gestures

60. Grapevine is also referred to as

- a) Chain
- b) Rumor
- c) channel
- d) Sender

Ans: b) Rumor

61. The diagonal communication has advantage of

- a) Resolves interpersonal problems
- b) Creates transparent environment
- c) Softens rigid command structure
- d) Request for various assistance

Ans: c) Softens the rigid command structure

62. _____ is a limitation of formal communication.

- a) Time-consuming
- b) wrong gestures
- c) Large audiences.
- d) Unclear projection

Ans: a) Time-consuming

63. _____ is not a forms Communications

- a) Business communication
- b) Written communication
- c) Oral communication
- d) Non-verbal communication

Ans: a) Business communication

64. The following are about capabilities of Social Media Apps, except

- a) Symbol set
- b) Rehearse ability
- c)reprocess ability
- d) The classification

Ans: d) The classification

65. Presenting someone else's words or other creative product as your own is known as

- a) Quoting
- b) Plagiarism
- c) Copying
- d) Citing

Ans: b) Plagiarism

66. One among the following is not an ethical principle applied in making ethical choices across cultures

- a) Actively seek mutual ground
- b) Respect for cultural differences
- c) Send messages to known people
- d) Send messages that are honest

Ans: c) Send messages to known people

67. Effective intercultural communication starts with efforts to avoid

- a) Stereotyping
- b) Silence
- c) Ambiguity
- d) Clarity

Ans: a) Stereotyping

68. A situation in which people receive more information than they can effectively process is

- a) Over messaging
- b) Over communicating
- c) Information overload
- d) Unethical Communication

Ans: c) Information overload

69. The transfer of information or power between two or more points that are not connected by an electrical conductor is known as

- a) Roaming transfer
- b) Mobile Communication
- c) Wireless communication
- d) Digital communication

Ans: c) Wireless communication

70. One of the following is not an advantage of Wi Fi

- a) Mobility
- b) Interference
- c) Expandability
- d) Convenience

Ans: b) Interference

71. _____ Is not a social media website

- a) Facebook
- b) Twitter
- c) LinkedIn
- d) Telegram

Ans: d) Telegram

72. Which of the following is not a Content of a curriculum vitae - CV

- a) Experience
- b Career objectives

c) Personal details

d) Introduction

Ans: d) Introduction

73. Which of the following is not an objective of carrying out a meeting?

a) To understand the situation

b) Get feedback from the members.

c) Resolve conflicts and confusions

d) To give warning letters to staff

Ans: d) To give warning letters to staff

74. Which of the following is a type of case study methodology?

a) Illustrative case study

b) Causal Case study.

c) Logical case study

d) Experimental case study

Ans: a) Illustrative case study

75. Which of the following is not a form of a letter presentation

a) Indented Form

b) Full Blocked Form

c) NOMA Form,

d) Memo Form

Ans: D) Memo Form

76. Voices possess certain characteristics. Which of the following is a characteristic of a voice?

a) Volume

b) Speed

c) Tone

d) Pitch

Ans: b) Speed

77. Which of the following highlights one of the major parts of a report

a) End Matters

b) Recommendations.

- c) Conclusions
- d) Title page
- a) End Matters**

78. The following are advantages of Intranet except one.
- a) Increases productivity and efficiency level of employees
 - b) Cuts corporate communication cost up to 60 percent.
 - c) Downloading articles and other materials of our interest
 - d) Sending messages through internet across the globe

Ans: d) Sending messages through internet across the globe

79. Which of the following is not an unconscious body movement?
- a) Biological
 - b) Habitual.
 - c) Cultural
 - d) Social

Ans: d) Social

80. Which of the following is not an example of gesture
- a) Thumb and finger rub
 - b) Running Position
 - b) Hand to face.
 - d) Sitting position

Ans: b) Running Position

81. Non-verbal communication refers to the type of communication that
- a) type of communication that uses words
 - b) communication which occurs with the help of words
 - c) type of communication that does not use words
 - d) type of communication that has no personal bias

Ans: c) type of communication that does not use words

82. _____ is not a disadvantage of oral communication

- a) It allows instantaneous feedback:
- b) More prone to physical noise
- c) Inappropriate for controversial matters
- d) Serious deliberation is not possible

Ans: a) It allows instantaneous feedback

83. Which of the following is not part of introduction section of a report

- a) Definitions of terms and symbols,
- b) Findings of the report study
- c) Authorization and terms of reference
- d) Historical and technical background

Ans: b) Findings of the study

84. _____ is a characteristic of a good press release

- a) Should not be suitable for publication
- b) For getting feedback from the members.
- c) The release should be brief and precise
- d) The release should not be factually true

Ans: c) The release should be brief and precise

85. The frequent causes of problems in Information Technology - IT projects is not about

- a) Customer change of Project scope
- b) Poor communication with customer
- c) Making a thorough reference check
- d) Customer failure to reveal information

Ans: C) Making a thorough reference check

86. An infringement that involves making copies of software which one is not entitled is known as

- a) Software Piracy
- b) Downloading
- c) Software conflict
- d) Copyrighting

Ans: a) Software Piracy

87. Ethical challenges facing the tech industry does not include the following?

- a) Ownership of customer data
- b) Privacy of customer information
- c) The Customer Data insecurity
- d) The accuracy and controls

Ans: c) The Customer Data insecurity

88. _____ is not an approach to resolve ethical dilemmas

- a) Refuting the dilemma logically at times
- b) Alternatives offering greater good or lesser evil.
- c) Finding alternative solutions for problems
- d) Punishing the parties on the wrong

Ans: d) Punishing the parties on the wrong

89. The following are ways in which we can protect data integrity except?

- a) Not Archiving data
- b) Business continuity
- c) Being Accurate
- d) Changing controls

Ans: a) Not Archiving data

90. _____ the act of fraudulently using email to try to get the recipient to reveal personal data

- a) Worms
- b) Trojan Horses
- c) Phishing

d) Rootkit

Ans: c) Phishing

91. One method used to reduce the potential for attacks from computer virus is

- a) Undertake to educate their customers
- b) Perform a thorough background check
- c) Bring your own computer when working
- d) increasing software Complexity frequently

Ans: b) Perform a thorough background check

92. Efforts directed toward the efficient design, manufacture, operation, and disposal of IT-related products is known as

- a) Computer Dumping
- b) Computer disposal
- c) Telecommuting
- d) Green Computing

Ans: d) Green Computing

93. _____ the harassment, torment, humiliation, or threatening of one minor by another or group of minors via the Internet or cell phone

- a) Cyberbullying
- b) cybersquat
- c) Smishing
- d) Cyberstalking

Ans: a) Cyberbullying

94. An agreement that prohibits an employee from working for any competitors for a period of time is known as

- a) A privacy agreement
- b) A noncompete agreement
- c) A reasonable assurance
- d) A security policy

Ans: b) A noncompete agreement

95. Choose the action that has the best overall consequences for all people who are directly or indirectly affected is

- a) Benefit approach
- b) Virtue Approach

c) Utilitarian approach

d) Right approach

Ans: c) Utilitarian approach

96. _____ is a method within the development cycle designed to guarantee reliable operation of an Information Technology product

a) System safety

b) Capability Maturity

c) Quality Assurance

d) Effects analysis

Ans: c) Quality Assurance

97. Which of the following entails an ethical practice in technology?

a) The moral use of data and resources

b) Disrespecting employees and customers

c) Not having a culture of responsibility

d) A disruptive technology irresponsibly

Ans: a) Moral use of data and resources

98. ----- is an agreement between two or more parties that forbids the unauthorized release of sensitive information.

a) Binding Contract

b) Non-Disclosure agreement

c) Cognitive Contract

d) Code of Ethics

Ans: b) Non-Disclosure agreement

99. Importance of ethical issues in Information Technology include the following except one?

a) Information Misuse

b) The Misinformation

c) Lack of Oversight

d) using New technology

Ans: d) Using new technology

100. The use of illegal means to obtain business information is

a) Industrial espionage

b) Competitive intelligence

c) Software intelligence

d) Patent infringement

Ans: a) Industrial espionage

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