

<b>NAME</b>	<b>INDEX NUMBER</b>
<b>SCHOOL</b>	<b>DATE</b> _____

## COMMUNICATION

**1. 1996 P1**

Outline four reasons why a business person may prefer written communication to verbal communication.

(5 marks)

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**2. 1997 P1**

State five services offered by the post office.

(5 marks)

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**3. 1998 P1**

State four advantages of verbal communication.

(4 marks)

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4. **1999 P1**  
Highlight four advantages of using telex as a means of communication. (4 marks)

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5. **1999 P2**  
Discuss the factors that a firm may consider in choosing a method of communication within the firm

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6. **2000 P1**  
State four features of effective communication. (4 marks)

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7. **2001 P1**  
State four reasons why the post office is still popular as a means of sending letters. (4 marks)

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**8. 2001 P2**

State reasons for use of letters in business communication.

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**9. 2002 P1**

Give four reasons why a person would send a message by mail rather than by telephone.

(4 marks)

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**10. 2003 P1**

Highlight four factors that may limit the use of telephone as a means of communication in Kenya. (4 marks)

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**11. 2004 P1**

State four problems that may interfere with the effectiveness of face to face communication. (4 marks)

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**12. 2006 Q15 P1**

Give four reasons why one would prefer a letter to a telephone to send a message.

(4

marks)

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**13. 2007 Q2 P1**

The following terms relate to communication: vertical, horizontal, formal and informal. Write the appropriate term of communication associated with each of the following statements.

	Statement	Terms
(a)	A manager gives instructions to a supervisor in her division	
(b)	Rumours going around that the most disciplined workers will be rewarded.	
(c)	A manager issues a general circular to the Employees	
(d)	Prefects discussing discipline in their school	

**14. 2007 Q1b P2**

b) Explain four advantages of transaction business through e-commerce. (8 marks)

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15. **2008 Q5 P1**  
Outline four benefits that may accrue to a business person who uses e-mail to communicate. (4 marks)

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16. **2009 Q12 P1**  
Outline four circumstances under which face to face communication may be ineffective.

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17. **2012 Q5 P1**  
Outline one circumstance under which each of the following telecommunication services may be used:

(i) Paging

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(ii) Facsimile(fax)

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(iii) Radio call

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18. 2012 Q4b P2

(b) Explain five elements of effective communication. (10 marks)

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