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CERTIFICATE IN MICROFINANCE	
SUBJECT	BUSINESS COMMUNICATION
DATE	25 APRIL 2023
TIME	3 HOURS
MARKS	100
EXAM TYPE	CLOSED BOOK

NB: DO NOT TURN OVER THE QUESTION PAPER OR COMMENCE WRITING UNTIL INSTRUCTED TO DO SO.

INSTRUCTIONS TO CANDIDATES

1. Read the instructions CAREFULLY before answering any question in this paper.
2. Answer **Question 1 (Compulsory)** and ANY other **Three (3)** questions.
3. Each question carries 25 Marks.
4. Start each question on a fresh page.
5. Please number your questions clearly.
6. Use black or blue ink only.
7. Complete the information on the cover page of your answer book fully.
8. Write neatly and legibly.
9. Cheating is not allowed, if anyone is caught cheating, you will be disqualified from the examination.

Section A

Question 1 (Compulsory) [25 Marks]

NB: Answer both (a) and (b) parts to this question.

a) The following sentences contain standard and non- standard English expressions which are written in brackets/parentheses. You are required to re-write the expressions in standard English form **(10 marks)**

- i) Nominate (whoever, whomever) you like; I'll vote for (whomever, whoever) I like.
- ii) Hannah thought the caller was (me, I); (Who, Whom) did you think she was?
- iii) They failed to see (there, their) faults and ended up blaming (them, they).
- iv) I should have (gone, went) to check if Rob had (throwed, thrown) out the garbage.
- v) (Isn't, Aren't) the pliers lost? Tools (has, have) a way of disappearing.

b) Briefly explain the importance of body language in business communication **(15 marks)**

Section B

Answer any three (3) questions in this Section.

Question 2 [25 Marks]

- a) Identify and explain any 2 types of controls that managers use in any organization. **(10 marks)**

- b) Briefly explain any 3 ways that demonstrate the importance of control in your organization. **(15 marks)**

Question 3 [25 Marks]

Briefly explain the importance of each of the following in business communication:

- a) Jargon **(5 marks)**
- b) Grapevine **(5 marks)**
- c) Attitude **(5 marks)**
- d) Posture **(5 marks)**
- e) Perception **(5 marks)**

Question 4 [25 Marks]

- a) Identify and explain any 5 barriers to communication that can affect an organisation of your choice. **(10 marks)**

- b) Briefly explain any 5 ways through which the barriers in (a) above could be overcome. **(15 marks)**

Question 5 [25 Marks]

- a) "Change is not good because it never ends".

Do you agree with this statement? Give 2 reasons for your position **(10 marks)**

- b) Briefly explain any 5 reasons why people resist change. **(15 marks)**

END OF PAPER