



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

MANAGEMENT STUDIES

MODULE: Communication

PAPER NO: 543/23/M01

DURATION: 3 Hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer all questions.**
- 2. Start each answer on a fresh page.**

This paper consists of 3 printed pages.

QUESTION 1

Information dissemination

(20 marks)

In an organisation communication is disseminated through formal and informal communication networks.

Write notes on the following tools of information dissemination at workplace.

- (a) Inter-organisational communication. (5 marks)
- (b) Downward communication (5 marks)
- (c) Grapevine communication (5 marks)
- (d) Notice (5 marks)

QUESTION 2

Organisational communication

(20 marks)

The use of proper media to transmit information in an organisation is important as well as the hierarchy

Explain the following terms:-

- (a) Hierarchical chart (4 marks)
- (b) Channel (4 marks)
- (c) Media (4 marks)
- (d) A business or enterprise (4 marks)
- (e) Laissez faire leader (4 marks)

QUESTION 3

Meetings

(20 marks)

- (a) As the Purchasing Manager at your company, you hold meetings very often with both your seniors and subordinates. Outline the purposes of meetings in business organisations. (10 marks)
- (b) Provide the duties of the Chairperson in a formal meeting. (10 marks)

QUESTION 4

Memorandum

(20 marks)

You are the Purchasing Manager of a large wholesale company. Recently the company was joined by some new staff members in the procurement division .

Write a memorandum to the Human Resources Manager requesting him or her to arrange for an In house induction training course on procurement processes for the newly recruited members.

QUESTION 5

Report writing

(20 marks)

In report writing after an investigation of an incident has been carried out, the following sub headings prevail.

Write details which follow under them

- | | |
|------------------------|-----------|
| (A) Terms of reference | (4 marks) |
| (b) Procedure | (4 marks) |
| (c) Findings | (4 marks) |
| (d) Conclusion | (4 marks) |
| (e) Recommendations | (4 marks) |

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