



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

LIBRARY AND INFORMATION SCIENCE

SUBJECT: Communication

PAPER NO: 338/S04

DURATION: 3 Hours

OCTOBER/NOVEMBER 2014 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

Answer Question one (1) and any other four (4) questions.

This paper consists of 2 printed pages.

QUESTION 1

COMPULSORY

Write an essay of 500 words on the topic "Virtual libraries are the future".
(20 marks)

QUESTION 2

Briefly explain the following terms:-

- (a) Mass communication (5 marks)
- (b) Vertical communication (5 marks)
- (c) Horizontal communication (5 marks)
- (d) Communication process (5 marks)

QUESTION 3

- (a) "Meetings are essential for the effective operations of the business."
Explain this statement. (15 marks)
- (b) Explain the role of a chairperson in a meeting. (5 marks)

QUESTION 4

Identify and explain any five (5) barriers to communication in an organisation.
(20 marks)

QUESTION 5

Explain why listening is an integral part of communication, highlighting the stages in the listening process.
(20 marks)

QUESTION 6

Explain ten (10) ways of preparing for an interview. (20 marks)

QUESTION 7

- (a) Briefly describe a schematic report. (5 marks)
- (b) Identify and explain the headings under which a schematic report is written. (15 marks)

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