

Requirements

Candidates were required to state the functions of 'footnote' on documents – such uses as explaining unfamiliar material in text as identifying sources of the material quoted in the text.

Weaknesses

Candidates had no idea what footnotes are or were not exposed to this item.

Advice to Teachers

Cover the syllabus entirely and revise the work covered periodically and certainly before the examinations.

Question 16(a)

- (a) Highlight **five** language barriers to effective communication. (10 marks)

Requirements

Candidates were required to identify and explain five language barriers to effective communication. Candidates were expected to mention such things as unfamiliarity with language, level of language, whether easy or difficult, the usage of language whether it alienates or is not formal and acceptable or obscene and repulsive. These factors may hinder effective communication.

Weaknesses

Candidates did not confine themselves to language barriers. Instead they discussed other barriers to trade and movement as people and goods. They lost the marks.

Advice to Teachers

They should advise the candidates to read questions carefully and to tune their answers to the requirements of the question. To teach all aspects in full and not in a generalized manner that does not distinguish the various facets of syllabus content.

Question 16(b)

Outline **five** reasons that make external communication necessary to an organization. (5 marks)