

**KENYA SCHOOL OF GOVERNMENT**

**PROFICIENCY EXAMINATION FOR CLERICAL OFFICERS**

**AUGUST 2019**

**PAPER CODE: 101**

**COMMUNICATION SKILLS**

**DATE: TUESDAY, 20<sup>TH</sup> AUGUST 2019**

**TIME: 9.00 A.M. – 11.00 A.M. (2 HOURS)**

**INSTRUCTIONS TO CANDIDATES**

1. This paper consists of **three** section: **A, B** and **C**.
2. Section **A** consists of **two** compulsory questions carrying 30 marks.
3. Section **B** consists of **eleven** compulsory questions derived from a passage carrying 30 marks.
4. Section **C** consists of **three** questions carrying 20 marks each. Answer any **two** questions.
5. Answer **all** questions on the answer booklet provided.

## **SECTION A: COMPULSORY**

1. Your department has concluded a two-day team building exercise facilitated by 'Keep Fit Company'. The head of department has requested you to draft a letter to the company, thanking them for undertaking the exercise successfully. Draft the letter. **(15 marks)**
2. The Head of Department has received complaints from a section of staff about poor working relationships among clerical officers in the Department. He has asked you to investigate the matter and write a report. Assuming you are through with the investigations, write the report. **(15 marks)**

## **SECTION B: (COMPULSORY)**

3. Read the following passage and answer the questions that follow.

The number of suicides reported in Kenya rose by 58 per cent between 2008 and 2017 to reach 421, official data reveals. Although the number of suicide cases has been rising since 2008, the data shows the lowest incidents were recorded in 2010 at 75 cases. The report also shows that more men are likely to commit suicide than women. Out of the 421 cases, 330 involved men.

The World Health Organization (WHO) states that close to 800,000 people commit suicide every year, which means one person every 40 seconds. Many more attempt suicide, WHO adds. The World Population Review ranks Kenya at position 114 among 175 countries with the highest suicide rate. The World Population Review in its survey states that Kenya's suicide rate is at least 6.5 suicides per 100,000 people, a figure echoed by World Health Organization.

The countries leading in suicide rates include South Indian Island nation of Sri Lanka with 35.3 suicides per 100,000 people, the eastern Europe country of Lithuania (32.7 suicides per 100,000 people) and South Korea in east Asia (38.3 suicides per 100,000 people).

Surprisingly, many of the most troubled nations in the world have comparatively low suicide rates. Afghanistan has 5.5 suicides per 100,000 while Iraq has 3.0 and Syria 2.7.

The lowest suicide rates in the world are concentrated in the Caribbean islands of the Bahamas, Jamaica, Grenada, Barbador and Antigua and Barbuda. Suicide is almost unheard of in each of these countries, with Granada and Barbados reporting 0.5 and 0.4 cases per 100,000 respectively.

It is not clear if the suicide statistics for these countries reflect suicides committed due to mental health problems and terminal illnesses (which are the primary reasons for suicide in most of the world), or if they also include suicides committed as part of the ongoing conflicts in these countries, states World Population Review study.

Suicide is associated with mental disorders such as depression, bipolar, schizophrenia, anxiety disorders and alcohol and other substance abuse. Recently, US health authorities called for a comprehensive approach to addressing depression in the wake of a sharp rise in suicide rates, including high profile cases of celebrity Anthony Bourdain and Kate Spade. Kate Spade's husband Andy Spade said in a statement that she had suffered from depression for many years and was working closely with her doctors.

A World Bank report released last year shows that a total of 1.9 million depression cases were reported in Kenya by 2015. The report ranked Kenya as the sixth country with the highest number of depression cases among African countries.

The WHO approximations show that more than 300 people are affected by depression globally and the condition is linked to the suicides of more than 800,000 people each year. Suicide is the second leading cause of death among youth in the 15 – 29 age bracket. Besides depression, other risk factors include access to firearms, physical or sexual abuse, unemployment, strained relationships, imprisonment, chronic physical illness, financial difficulties, loneliness, and exposure to the suicidal behavior of others.

(Adapted from Business Daily, Kenya Newspaper) dated 25-06-2018)

## QUESTIONS

- (a) State the meaning of the following words as used in the passage:
- (i) Anxiety
  - (ii) Comprehensive
  - (iii) Suicide
  - (iv) Strained
- (4 marks)**
- (b) State any **two** troubled nations in the world mentioned in the passage that have comparatively low suicide cases.
- (2 marks)**
- (c) Highlight the **two** primary reasons for suicide in most of the world according to the passage.
- (2 marks)**
- (d) State **four** mental disorders that are associated with suicide according to the passage.
- (4 marks)**
- (e) State **three** countries mentioned in the passage that are leading in suicide rates.
- (3 marks)**
- (f) In about **80 words** and according to the passage, summarize the risk factors leading to suicide.
- (10 marks)**

(g) Answer the following questions according to the instructions given.

- (i) Andy Spade said that Kate had suffered from depression for many years. (Write in direct speech) **(1 mark)**
- (ii) The report ranked Kenya as the sixth country with the highest number of depression cases. (Rewrite the sentence beginning: Kenya ....) **(1 mark)**
- (iii) Suicide is associated with mental disorders. (identify an adjective in the sentence) **(1 mark)**
- (iv) More than 300 people are affected by depression globally. (Write in future tense) **(1 mark)**
- (v) Family related factors associated with suicide include family conflicts childhood abuse and death of a close family member (Punctuate appropriately) **(1 mark)**

#### **SECTION C: ANSWER ANY TWO QUESTIONS (40 MARKS)**

- 4. (a) Highlight **five** ways a clerical officer may demonstrate courtesy when answering telephone calls. **(10 marks)**  
(b) Explain **five** ways in which a clerical officer can effectively use face-to-face communication. **(10 marks)**
- 5. (a) Highlight **five** roles of the sender in the communication process. **(10 marks)**  
(b) Explain **five** strategies that can be used by a speaker to enhance effective listening during a presentation. **(10 marks)**
- 6. (a) Explain the following terms as used in meetings.
  - (i) Secorder
  - (ii) Unanimous
  - (iii) Minutes
  - (iv) Adjournment
  - (v) Agenda**(10 marks)**
- (b) Mr. Furaha, the head of your department has constantly encouraged clerical officers to consider the use of graphics when making presentations. Explain **five** advantages of using graphical images. **(10 marks)**