

Examination No. \_\_\_\_\_

**THE PUBLIC ACCOUNTANTS EXAMINATION**  
**COUNCIL OF MALAWI**

**2010 EXAMINATIONS**

**ACCOUNTING TECHNICIAN PROGRAMME**

**PAPER TC 2: COMMUNICATION**

THURSDAY 2 DECEMBER 2010

TIME ALLOWED: 3 HOURS  
2.00 PM - 5.00 PM

**INSTRUCTIONS**

1. You are allowed **15 minutes** reading time **before the examination begins** during which you should read the question paper and, if you wish, make annotations on the question paper. However, you are **not** allowed, **under any circumstances**, to open the answer book and start writing or use your calculator during this reading time.
2. Number of questions on paper - 7.
3. Answer any five questions.
4. Each question carries 20 marks.
5. Marks will be awarded for clarity, correctness and logical presentation.
6. Begin each answer on a fresh page.
7. **DO NOT OPEN THIS PAPER UNTIL YOU ARE INSTRUCTED BY THE INVIGILATOR.**

This question paper contains 4 pages

This question paper must **not** be removed from the examination hall.

1. (a) Read the following letter and answer the questions that follow:

Mvula Hardware Stores  
Box 2010  
Lilongwe

29 April 2010

Mr P C Zimba  
Box 1020  
Lilongwe

Dear Mr Zimba

#### The Purchase of a Damaged Refrigerator

We received your letter dated 20 March 2010, in which you accuse us of selling you a damaged refrigerator. You further demand a refund of the K80,000 or a replacement for the damaged refrigerator.

After receiving your letter, we made some investigations. We discovered that the refrigerator was tested in your presence before you collected it from our shop, and that it was working perfectly well. We can only conclude that the damage is a result of your own carelessness. You should have read the instructions before starting to use it, but you, customers assume that you know what to do just because you had a similar gadget before.

In view of the findings stated above, I am categorically stating that we are neither sending a new refrigerator to you nor giving you a refund. Your carelessness has nothing to do with us.

We hope next time you will remember to read the instructions before using any new gadget.

Yours sincerely

D G Chikhaulisa  
Shop Manager

#### Required:

- (i) Identify any **seven** words, phrases or sentences that give this letter a negative rude tone. **7 Marks**
- (ii) Re-write the body of the letter in such way that it has a positive friendly tone, while still refusing to give compensation. **9 Marks**
- (b) Explain the following terms in relation to letter-writing:
- (i) Open punctuation; **2 Marks**
- (ii) Closed punctuation. **2 Marks**

**(TOTAL: 20 MARKS)**

2. (a) Imagine that you have been chosen chairperson of a committee in the organisation where you are working.

**Required:**

Mention any **five** things you would do to conduct the committee meeting successfully. **10 Marks**

- (b) Write a notice of a meeting to all members of the committee. The meeting will take place in two weeks' time. **6 Marks**
- (c) Mention any **four** advantages of having an agenda for meetings. **4 Marks**  
**(TOTAL : 20 MARKS)**

3. (a) Briefly describe each of the following types of leadership:

- (i) laissez faire **3 Marks**
- (ii) autocratic **3 Marks**
- (iii) democratic **3 Marks**  
**9 Marks**

- (b) State the circumstances which would be appropriate to exercise each of the following:

- (i) laissez faire type of leadership **2 Marks**
- (ii) autocratic type of leadership **2 Marks**
- (iii) democratic type of leadership **2 Marks**  
**6 Marks**

- (c) (i) Mention any **three** advantages of the democratic style of leadership. **3 Marks**
- (ii) Mention any **two** disadvantages of the autocratic style of leadership from the subordinates' point of view. **2 Marks**  
**5 Marks**

**(TOTAL : 20 MARKS)**

**Continued/.....**

4. (a) Using a relevant example in each case, explain how each of the following can be a barrier to organizational communication;
- (i) Giving a colleague incomplete information. **2 Marks**
  - (ii) Giving subordinates too much information in a short period of time. **2 Marks**
  - (iii) Not giving feedback to a colleague. **2 Marks**
  - (iv) Poor listening and reading skills. **2 Marks**
  - (v) Wrong timing of the message. **2 Marks**
- 10 Marks**
- (b) Describe in detail how the following can reduce barriers to communication:
- (i) Choosing the correct channel **5 Marks**
  - (ii) Analyzing your audience before sending a message. **5 Marks**
- 10 Marks**
- (TOTAL : 20 MARKS)**
5. (a) Explain **one positive** and **one negative** message that the following non-verbal cues would send in the work place:
- (i) environment; **4 Marks**
  - (ii) time; **4 Marks**
  - (iii) appearance. **4 Marks**
- 12 Marks**
- (b) (i) Why is it said that non-verbal communication is dependent on culture? **1 Mark**
- (ii) Mention **one** example of non-verbal communication that is dependent on culture and explain in what way it depends on culture. **3 Marks**
- (c) How can the following examples of para-language help in adding meaning to verbal messages:
- (i) tone;
  - (ii) emphasis.
- 4 Marks**
- (TOTAL : 20 MARKS)**

**Continued/.....**

6. Imagine that your company sent you to a seminar for assistant accountants. On your return, the Chief Accountant has asked you to brief him on what you did at the seminar.

**Required:**

Write a short **informal** report to the Chief Accountant. In your report you may include any of the following: [use the memorandum layout]

- (1) when the seminar took place
- (2) where it took place
- (3) who the facilitators were
- (4) what topics were discussed
- (5) accommodation and meals
- (6) any other information which you can add

**(TOTAL : 20 MARKS)**

7. Imagine that you have been chosen chairperson of a panel of interviewers that is to interview candidates for a job.

**Required:**

Explain what you would do in **each** of the following stages of the interviewing process:

- |                                    |                |
|------------------------------------|----------------|
| (a) the preparation stage          | <b>5 Marks</b> |
| (b) the opening of the interview   | <b>3 Marks</b> |
| (c) the main body of the interview | <b>6 Marks</b> |
| (d) closing stage of the interview | <b>3 Marks</b> |
| (e) the follow-up stage.           | <b>3 Marks</b> |

**(TOTAL: 20 MARKS)**

**END**