

EXAMINATION NO. _____

THE PUBLIC ACCOUNTANTS EXAMINATION
COUNCIL OF MALAWI

2014 EXAMINATIONS

ACCOUNTING TECHNICIAN PROGRAMME

PAPER TC 2: COMMUNICATION

TUESDAY 27 MAY 2014

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 **FIVE** questions **ONLY**.
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 3 pages

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

1. (a) With the aid of a well illustrated diagram, describe the communication process. **12 Marks**
- (b) In relation to the communication process, explain any **two** barriers that may be caused by:
- (i) the sender **4 Marks**
- (ii) the receiver. **4 Marks**
- (TOTAL : 20 MARKS)**

2. Non-verbal communication is used in both oral and written communication.

Required:

- (a) State any **three** ways in which non-verbal communication can be used in a business letter. **6 Marks**
- (b) Imagine that PAEC is concerned about the poor performance of candidates in its examinations. As a result, some PAEC officials visit your college to encourage students to give information on how the situation can be improved.

Required:

In response, write a letter to PAEC in which you give the possible causes of the poor performance and how they may be addressed. **14 Marks**

(TOTAL : 20 MARKS)

3. Meetings are important for the success of any organization:

Required:

- (a) Mention any **three** responsibilities of each of the following, in relation to meetings:
- (i) chairperson **3 Marks**
- (ii) secretary **3 Marks**
- (iii) participants **3 Marks**
- (b) Give any **three** advantages and any **three** disadvantages of working as a group in an organization. **6 Marks**
- (c) List any **five** factors that would help a secretary of a meeting decide on the type of minutes to be written. **5 Marks**

(TOTAL : 20 MARKS)

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4. Imagine your organization is about to conduct job interviews. The interviews will be both face to face and by telephone.

Required:

- (a) Suggest any **five** qualities of good interviewers in a face to face interview. **10 Marks**
- (b) Explain any **five** ways which can help to make telephone communication effective. **10 Marks**
- (TOTAL : 20 MARKS)**

5. You are the chairperson of the Welfare Committee in your organization. You have been asked to speak to all employees on the importance of paying monthly contributions to the committee.

Required:

- (a) Explain any **four** techniques which you would use to make your speech persuasive. **8 Marks**
- (b) As you are preparing for your speech, you have realized that your organization does not have enough resources to support presentations that use visual aids.

Required:

Write a memo to the manager asking him/her to consider purchasing resources that would be used to present visual aids. In your memo, give examples of these resources and explain why they are important.

12 Marks
(TOTAL: 20 MARKS)

6. (a) With the aid of a well labelled diagram, explain Maslow's hierarchy of needs theory. **6 Marks**
- (b) You have joined an organization and have realized that receptionists have problems to record messages because the organization does not have telephone message forms. Design a telephone message form which can be used in your organization. **10 Marks**
- (c) Explain the importance of bulletins to organizations. **4 Marks**
- (TOTAL : 20 MARKS)**

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7. Imagine that you are working in the Accounts office and you have two assistants. Recently your organization received a donation of two computers. You opted to use one of these and gave the other computer to be shared by the two assistants. One of them is now monopolizing usage of the computer and this has resulted into quarrels between them.
- (a) Mention and explain the **six** steps for solving the problem. **10 Marks**
- (b) Explain how the following types of leadership can help or hinder solving a problem in an organization:
- (i) democratic **5 Marks**
- (ii) autocratic **5 Marks**
- (TOTAL : 20 MARKS)**

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