



PUBLIC SERVICE COMMISSION

ADMINISTRATIVE OFFICERS' EXAMINATION

APRIL, 2023

PAPER CODE: 107

EFFECTIVE COMMUNICATION

DATE: FRIDAY APRIL 21ST APRIL, 2023

TIME: 9:00 A.M – 12:00 P.M. (3 HOURS)

INSTRUCTIONS TO CANDIDATES:

1. This paper consists of two sections: A and B
2. Section A consists of **two** compulsory questions each carrying 20 marks.
3. Section B consists of **four** questions each carrying 20 marks. Answer any **three** questions.
4. Answer all the questions in the answer booklet provided.

SECTION A: COMPULSORY (40 MARKS)

1. You have been asked by your boss to prepare and deliver a speech to a group of Juakali traders in your Sub County whose kiosks have been demolished recently.
 - a) Outline **five** qualities of a good speech that you will consider when preparing the speech. (10 marks)
 - b) Assuming the traders in the above scenario turned unruly and rowdy, explain **five** techniques that you will use to handle them and deliver the speech. (10 marks)
2. The residents of Rehana Sub County have complained to the Deputy County Commissioner that their chiefs were not distributing relief food equitably. The Deputy County Commissioner has asked you to convene and chair a meeting with all chiefs in the Sub County to address the matter.
 - a) Explain **six** roles you would play as the chair of the meeting. (12 marks)
 - b) Explain **four** measures you may put in place to ensure that the above meeting ends on time. (8 marks)

SECTION B: ANSWER ANY THREE QUESTIONS (60 MARKS)

3.
 - a) Explain **six** reasons that make the Government not to allow every public officer to address the media on official Government issues. (12 marks)
 - b) When carrying out official communication, Administrative Officers prefer using written communication to other forms of communication. Explain **four** reasons for this preference. (8 marks)
4.
 - a) Most Government publications are done by the Government Printer. Explain **five** reasons for this practice. (10 marks)
 - b) As an Administrative Officer, you are expected to write minutes of meetings held within your area of jurisdiction. Highlight **five** qualities of well written minutes. (10 marks)
5.
 - a) It has come to your attention that there is a new policy on the use of Government vehicles. As an Assistant Secretary, outline **five** actions you would take to effectively communicate this policy to members of staff. (10 marks)
 - b) Use of appropriate gestures may contribute to effective interpersonal communication while making presentations in a public forum. Explain **five** reasons for this usage. (10 marks)
6.
 - a) Beta, a division located in the Northern Frontier Region of Kenya has been experiencing severe drought in the recent past. The Kenya Red Cross has been partnering with the Government in distributing relief food to the residents. As the area Assistant County Commissioner, outline **four** types of reports you would prepare in the course of the partnership. (8 marks)

- b) Administrative officers are encouraged to maintain eye contact with their clients during face-to-face communication. Outline **six** reasons for such encouragement. **(12 marks)**