



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

MANAGEMENT STUDIES

MODULE: Communication

PAPER NO: 543/23/M01

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer all questions.**
- 2. Start each answer on a fresh page.**

COMMUNICATION DISSEMINATION (20 marks)

QUESTION 1

Explain the following elements of the communication process through which inter departmental communication is disseminated:

- i) message (5 marks)
- ii) Medium (5 marks)
- iii) Channel (5 marks)
- iv) Feedback (5 marks)

MEETING- (20 marks)

QUESTION 2

- a) Distinguish formal meetings from informal meetings in an organisation. (10 marks)
- b) Outline the duties of a chairperson in a meeting. (10 marks)

MEMORANDUM- (20 marks)

QUESTION 3

As the Procurement Manager of Uptown Chemicals (PVT) Ltd. Write a memorandum responding to the Production unit which had written to you earlier complaining that you have taken too long to procure their production material which has affected their daily production targets. (20 marks)

BUSINESS LETTERS-(20 marks)

QUESTION 4

One of your duties as a Purchasing and Supply Officer is to receive and dispatch goods for all departments.
The Transport Manager asked you to procure a 3.0 engine capacity for a T35 truck. Write a letter of enquiry to Willowvale Motors (Pvt) Ltd concerning this request.

(20 marks)

REPORT WRITING --(20 marks)

QUESTION 5

You are the Supervisor in a large warehouse of a food processing company. While on the course of duty, one of your subordinates who was loading and offloading a fork lift, car was accidentally knocked down by the car and sustained injuries. The Managing Director instructed you to investigate and submit a report in schematic format. (20 marks)

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