



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

ALL CIVIL ENGINEERING COURSES

MODULE: Work Place Communication

**PAPER NO: 313/22/M02
313/25/M02**

DURATION: 3 hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1) Answer any four (4) questions.
- 2) All questions carry equal marks.
- 3) Begin each question on a fresh page.

QUESTION 1

- a) Identify two (2) advantages on each of the following as a tool for gathering information:
- i) Interviews (4 marks)
 - ii) Questionnaires (4 marks)
- b) What are the limitations on each of the following? Give two (2) examples on each:
- i) Interviews (4 marks)
 - ii) Questionnaires (4 marks)
- c) i) Define communication (1 mark)
- ii) Identify and explain four (4) effects of poor communication in business organisations. (8 marks)

QUESTION 2

- a) Give an example (in each case) to explain how each of the following affects communication in a business organisation:
- i) Time (3 marks)
 - ii) Jargon (3 marks)
 - iii) Proxemics (3 marks)
 - iv) Kinesics (3 marks)
 - v) Colour (3 marks)
- b) If you were asked to chair a meeting for your department. What five (5) ways will you ensure that everyone participates in the meeting. (10 marks)

QUESTION 3

As a quantity surveyor of Batanai Construction Company, you have recently attended a site visit for a major dam construction in Mutasa, together with other prospective contractors.

Write a report as required by the contract manager on the progress you have observed. (25 marks)

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QUESTION 4

- a) Distinguish between internal and external communication in your workplace. (5 marks)
- b) Give ten (10) examples of internal communication. (20 marks)

QUESTION 5

- a) Outline the advantages and disadvantages of using informal communication in an organisation. (20 marks)
- b) State five (5) characteristics of a memorandum. (5 marks)

QUESTION 6

Write short notes on the following terms:

- a) Extra- personal communication (5 marks)
- b) Intra-personal communication (5 marks)
- c) Mass communication (5 marks)
- d) Memorandum (5 marks)
- e) Feedback (5 marks)

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