

**General Studies and
Communication skills
022**

02/08/2022 08:30 AM – 11:30 AM



ADVANCED LEVEL NATIONAL EXAMINATIONS, 2021-2022

**SUBJECT: GENERAL STUDIES AND COMMUNICATION
SKILLS**

COMBINATIONS:

- **ALL SCIENCE COMBINATIONS**
- **ALL HUMANITIES COMBINATIONS**
- **ALL LANGUAGES COMBINATIONS**

MARKS: 100 marks

DURATION: 3 HOURS

INSTRUCTIONS:

- 1) Write your names and index number on the answer booklet as they appear on your registration form and **DO NOT** write your names and index number on additional answer sheets if provided.
- 2) Do not open this question paper until you are told to do so.
- 3) This paper consists of **THREE** sections: **A, B** and **C**
 - SECTION A:** Attempt **ALL** questions. **(25 marks)**
 - SECTION B:** Attempt only **TWO** questions. **(50 marks)**
 - SECTION C:** Attempt only **ONE** question. **(25 marks)**
- 4) You must answer in clear continuous prose.
- 5) Use only a **blue** or **black** pen.

SECTION A: ATTEMPT ALL QUESTIONS IN THIS SECTION

- 1) a) What do you understand by the term pluralism? **(2 marks)**
b) Name the main genocides which have been observed around the world. **(3 marks)**
- 2) What is COVID-19 and its symptoms? **(5 marks)**
- 3) Identify any five instances in society where human rights are violated. **(5 marks)**
- 4) Distinguish between national service and self-reliance. **(5 marks)**
- 5) State any 5 types of services offered by Irembo to the people of Rwanda. **(5 marks)**

SECTION B: ATTEMPT ONLY TWO QUESTIONS

6) JOB ADVERT: AS A RECEPTIONIST

Position summary

As a receptionist, you will be the ambassador of our company's first impressions to the guests and visitors.

It will be your foremost responsibility to compassionately greet all incoming guests, visitors, and board members, help them with directions or any appropriate information that they need while maintaining a high level of confidentiality.

You will be required to professionally answer phone calls in a polite manner and forward calls to the respective departments.

You will also need to perform various front desk duties including filing, handling, and re-directing mail, and the like.

Position Details

Job Title : Receptionist

Job ID : 2346

Company : ABC Company

Department : Administration

Category : Support (Non-Managerial)

Vacancies : 2

Salary : 400\$ / month

Posted on : December 27, 2021

Last date : January 26, 2022

Location

3030 KMK AVENUE RUKILI

Job Description

- Answer incoming telephone calls, determine the purpose of callers, and forward calls to appropriate personnel and departments.
- Greet visitors/guests/board members professionally and determine their nature and purpose of visit.
- Direct and accompany visitors/guests/board members to appropriate destinations or waiting rooms.
- Monitor visitors' access and issues visitors' pass.
- Collect, sort, distribute and prepare correspondence, mail, messages, and courier deliveries.
- Schedule appointments, maintain & update calendars, and remind the respective personnel of the appointments.
- Create and print fax sheets, memos, mail, reports, and other documents.
- Receive payments, record receipts for services and handle and reconcile all petty cash daily.
- Take and resolve complaints from customers and the public being positive to negative criticism.
- Support the Mission, Vision, and core values of the company.
- May be required to perform basic clerical duties, such as faxing office notes and photocopying.
- Assist with Admin and HR tasks as needed.

Experience

- 1-2 years of related experience. (Experience in an office environment will be preferred)

Skills & Abilities

- Ability to build positive relationships with a high level of professionalism and interpersonal skills.
- Excellent talent to interact with people in a positive and courteous manner
- Strong written and verbal communication skills.
- Ability to prioritize tasks according to importance in a fast-paced environment.
- Multi-tasking capability without compromising on quality.
- Must be proficient in handling office equipment including complex multiple lined telephones, printers, photocopy machines, thumbprint machines, etc.
- Dependable, punctual, and able to work flexible working hours.
- Basic knowledge of Microsoft Office applications, specifically MS Word and Excel.

Education

- High School Diploma or G.E.D
- A certification in office management will be a plus.

Interested candidates will send application letter via

ABCCCompany@gmail.com not later than 26 January 2022.

Managing director

KIMONYO Pascal

REQUIRED: Write a letter applying for the position which is advertised above.

(25 marks)

- 7) Discuss the role played by tourism towards a country's sustainable development. **(25 marks)**
- 8) Explain the role of savings in an economy. **(25 marks)**
- 9) To what extent is environmental degradation a result of human activities? **(25 marks)**
- 10) Assess the impact of bride price in society. **(25 marks)**

SECTION C: ATTEMPT ONLY ONE QUESTION

- 11) One country conducted Presidential election in 5 provinces, and the results were tabulated as shown below. **(25 marks)**

Province	Valid votes (In millions)	Invalid votes (In millions)	Total votes (In millions)
A	5.2	--	6.0
B	4.0	0.3	--
C	--	0.1	2.4
D	7.8	--	7.8
E	4.2	--	--

- a) Given that the total number of votes cast in the country is 25 millions, find the number of:
- i) Invalid votes in province E **(5 marks)**
 - ii) Valid votes in province C **(3 marks)**
 - iii) Invalid votes in all the five provinces **(4 marks)**
- b) Find the percentage of valid votes in province E to the total votes cast in that province. **(2 marks)**
- c) If the winning president/candidate is expected to acquire 55% of the votes, how many votes is he supposed to get? **(2 marks)**
- d) If you were appointed as chairman of the electoral commission in your country, state two electoral reforms you would introduce to improve voter turn up. **(2 marks)**
- e) To what extent does internet contribute to the success of election process? **(7 marks)**

12) Read the passage bellow and answer the questions that fellow.

(25marks)

Most parents think that the child is too young to understand that they are quarrelling as he/she is too young to comprehend the reason for the discord. What most parents are not aware of is that, innocent children are definitely aware of the fighting between the parents and quite often believe that parents are fighting because of them.

Each child is a unique human being with a complex set of emotions and sensibilities. Every child's reaction is individualistic too. There is no set or definite pattern as to how a child will react to the warring parents. Undoubtedly, whatever the reaction might be, the child would be hurt by the disagreement between the parents.

Some children might just withdraw and become total introverts, others might show maturity much beyond their years. There might be a third reaction altogether, making some children revolt and become unmanageable. They end up being rude and cruel to other children around them, turning into bullies. They don't follow any set rules of society. Research done in the field of child psychology has proved that the children who see the violent interaction between their parents seem to be surrounded by troubles all their lives. They are through all their growing years constantly living with fear that if their parents separated, from their siblings, or have only one parent around.

Similarly, in cases when a divorce takes place and where one parent gets remarried, the child believes that the union might break as well. He/she does not let himself/herself get too close to the step parent in such cases. It is true that fighting between spouses is essentially a physical, mental and emotional torture for the child. It might physically affect the health and growth of the child as well. Even a normal child could start stammering, or his/her development might be hampered.

In their innocence, the children might spill the details of the parents constant fighting among the relatives and friends, thereby creating embarrassment for the parents. If they feel they are not getting due care and affection from both parents, they might turn to strangers for it. They often become vulnerable to

the negative sections of society who might abuse their trust. Imagine a situation where a child says to a stranger or a relative, “you love me so much but my own mother does not love me at all.”

When parents fight constantly, the child feels a physical, mental, emotional and social separation and suffers. His/her understanding of “marriage” gets distorted and when this child reaches adulthood, the fear of marriage sets deep in his psyche, marriage to him/her becomes not a balanced equation of love and trust, but something that would bring fights and discord in their lives. It is every parent’s moral duty to take full responsibility for their child’s physical and mental development.

Questions

- a) Suggest an appropriate title for the passage. **(2 marks)**
- b) What major misconceptions do parents have about their children? **(3 marks)**
- c) In not more than 100 words, summarize the effect of fighting between parents on their children. **(5 marks)**
- d) Explain the meanings of the following words and phrases as used in the passage using your own words wherever possible. **(10 marks)**
 - i) Individualistic
 - ii) Definite pattern
 - iii) Introverts
 - iv) Essentially
 - v) Spill
 - vi) Negative sections
 - vii) Psyche
 - viii) Balanced equation
 - ix) Discord in their lives
 - x) Moral duty
- e) Outline 5 causes of marriage break up in Rwanda. **(5 marks)**

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