

# Answer sheet

## Question 1.

### **1. a) Communication skills vs Communication theory**

Communication skills are the abilities you use when giving and receiving different kinds of information. Communication skills allow you to understand and be understood by others.

Is the branch of knowledge dealing with the principles and methods by which information is conveyed, in other words Communication theory is the discipline that studies the principles of transmitting information and the methods by which it is delivered.

### **1. b) formal communication vs Informal communication**

In formal communication, certain rules, conventions, and principles are followed while communicating message. Formal communication occurs in formal and official style.

Informal communication is done using channels that are in contrast with formal communication channels. It's just a casual talk. It is established for societal affiliations of members in an organization and face-to-face discussions. It happens among friends and family

### **1. c) behavioural interviews vs technical interview**

behavioral interviews tend to focus on past situations that a candidate found themselves in. Candidates are asked what actions they have taken in prior job situations like situations they may encounter on the job.

A technical interview is a job interview for any position that relates to the tech industry, such as information technology. ... During the technical interview, the interviewer will assess your technical knowledge, skills, and abilities as they relate to the needs of the specific job you are applying to.

### **1. 2. Factors (3) that influence communication**

- Personal attitudes
- Socio-cultural background
- Past experiences

### **1. 3. Writing a letter to MTN Rwanda**

James Worlfdima  
Kigaki. Rwanda  
Remera Rukili1 KG253st12

26 March 2022

Kalisa J Bandriam  
Director general of MTN Rwanda  
Kigaki, Kicukiro  
Nyanza KK 269 st 54

**Re:** Asking for professional internship in MTN Rwanda

Dear Ms Kalisa;

I am here by asking for a professional internship in the MTN Rwanda, the organization you are representing as director general. I am very interested in your institution because it offers a high quality and great customer care to the subscribers.

Dear Sir; I am a student at University of Rwanda where I am doing my final semester of masters degree. Before I joined master's studies I was working as a Telecom engineer in a telecommunication company in Germany and I am doing a project on optimization of network coverage in rural and high hills areas like in Rwanda, especially in Musanze district. I would like to take my knowledge at a high level and be practical in my field and project based on the problem and issues telecom companies face in Rwanda and that is my reason of asking internship in MTN Rwanda. I would like to spend month in internship where I will be available and reliable daily since I will be fully engaged in the internship only. My credibility, good personality and communication skills will allow me to work with your team and be productive.

My resume is enclosed for your review. If you have questions or wish to arrange an interview, I may be reached at (+250) 7090 636 856 Thank you for your time and consideration.

Sincerely,

*James Worlfdima*

James Worlfdima

Enclosure: Resume

**CC:** Head of department of UR/EEE

#### 1.4. Writing a Memo to coworkers

**Date:** 25<sup>th</sup> May 2022

**To:** All NOC Staff

**From:** James Worlfdima, NOC Engineer

**Subject:** Employee Commute Options Survey

We are conducting a general survey this week among all remote Wi-Fi towers and Wi-Fi control centers. The purpose of the survey is to discover at what standards our methods and technologies that we are currently using for coverage are, and what alternative methods and technologies are of most interest. The survey is required by Department of maintenance and New Technologist Track(NTT). Below is a detailed report.

Center	Muhanga CS 11
Test location	Kinigi muvumbi st15

#### General description of equipment under test

Equipment under test	Mobile Phone
Model Name	OPPO 1206
Hardware Version	11
Software Version	ColorOS V2.0.1i
Network and Wireless connectivity	Bluetooth 2.1 + EDR, Bluetooth 4.0 Low Energy (BLE), WIFI 802.11b, 802.11g and 802.11n (HT20/40)
About the Product	The equipment is Mobile Phone, it contains Bluetooth and WIFI operating at 2.4 GHz ISM band. Only the WIFI 802.11b, 802.11g and 802.11n (HT20/40) was tested in this report.

### Technical information

TX/ RX Operating Range	802.11b/g/n(20 MHz): 2.412 GHz - 2.462 GHz $f_c = 2412 \text{ MHz} + (N-1)*5 \text{ MHz}$ , where - $f_c$ = “Operating Frequency” in MHz, - $N$ = “Channel Number” with the range from 1 to 11. 802.11n(40 MHz): 2.422 GHz - 2.452 GHz $f_c = 2412 \text{ MHz} + (N-1)*5 \text{ MHz}$ , where - $f_c$ = “Operating Frequency” in MHz, - $N$ = “Channel Number” with the range from 3 to 9.
Modulation Type	DSSS, OFDM
Antenna Type	PIFA Antenna
Antenna Gain	1.1 dBi (All involve the antenna gain test item, has been included in the final results)

Modulation technology	Modulation Type	Transfer Rate (Mbps)	The Frequency Equal to the Transmission Rate of Modulation Signal
DSSS (802.11b)	DBPSK	1	1 MHz
	DQPSK	2	
	CCK	5.5/ 11	1.375 MHz
OFDM (802.11g)	BPSK	6 / 9	1 MHz
	QPSK	12 / 18	
	16QAM	24 / 36	
	64QAM	48 / 54	
OFDM (802.11n-20MHz)	BPSK	6 / 9	1 MHz
	QPSK	12 / 18	
	16QAM	24 / 36	
	64QAM	48 / 54	
OFDM (802.11n-40MHz)	BPSK	13.5	1 MHz
	QPSK	27/40.5	
	16QAM	54/81/108	
	64QAM	121.5/135	

The above data are to be based on to determine whether the organization is going to keep the existing system and technology or if there must be any change.

I will be glad to discuss this finds with you during our Wednesday meeting. If you have any questions or need any assistance in this matter, please feel free to contact me.

Thank you

## **Question 2:**

### **a) Differentiation of personality managements below**

- Extroverted people are attuned to the culture, people, and things around them, endeavoring to make decisions congruent with demands and expectations. The extrovert is outgoing, socially free, and interested in variety and in working with people.
- People who are more introverted than extroverted tend to make decisions somewhat independently of constraints and prodding from the situation, culture, people, or things around them.
- The thinker makes judgments about life, people, occurrences, and things based on logic, analysis, and evidence, avoiding the irrationality of making decisions based on feelings and values. As a result, the thinker is more interested in logic, analysis, and verifiable conclusions than in empathy, values, and personal warmth.
- The perceiver is a gatherer of information, always wanting to know more before deciding. Consequently, the perceiver is open, flexible, adaptive, nonjudgmental, able to see and appreciate all sides of issues, and always welcoming of new perspectives and new information about issues.

### **b) positive aspects of conflicts, and 3 causes of conflict in workplace:**

- Conflict management is the process by which disputes are resolved, where negative results are minimized, and positive results are prioritized. This key management skill involves using different tactics depending on the situation, negotiation, and creative thinking. With properly managed conflict, an organization can minimize interpersonal issues, enhance client satisfaction, and produce better business outcomes.

Differences in goals

Limited resources

Difference in perceptions

### **c) 5 Factors that Influence Employee Motivation:**

- 1) Monetary Compensation/ Salaries
- 2) Leadership
- 3) Good Managerial Relations
- 4) Recognition
- 5) Fairness of Treatment

### **Question 3:**

#### **3, a) types (3) of meetings how they differ and examples**

- **Status Update Meetings** also known as progress checks; these meetings are intended to bring all parties involved up to date with the pertinent information surrounding a project. You may discuss progress made, challenges you've encountered and next steps that will guide further action. Examples include monthly meetings of an ongoing construction project.
- **Information Sharing Meetings.** Information is shared at all meetings, but info-sharing meetings are a chance to educate the team in-depth on pertinent topics. This could be in the form of a presentation, training, a debate or even a lecture, and group sizes can vary from 1:1 to the entire team. Examples include a meeting for informing new organization structure and salary reform.
- **Decision Making Meetings.** You'll need to call a decision-making meeting in situations where the team needs to come together to agree on a course of action or present options to a leader who will make the final call. Examples include making a hiring decision or approving/disapproving a design.

#### **3, b) meeting Agenda and meeting Minute**

### **Meeting Agenda**

#### **Topic: Attendance as a must**

Meeting date, time: Monday 25<sup>th</sup> May 2022 from 10h00-12h30

Meeting location: conference room 5

Full list of attendees: all HoDs and CPs

**Goal:** the main goal for this meeting to discuss how attendance may affect students' eligibility during exams, the decisions taken will be communicated, and the impact it will have and fines

#### **Agenda:**

10am-10:30am -- Academic regulations -- to be presented by Rector in Charge of Academic

10:30am-11am -- New rules for attendance -- to be explained by Rector in Charge of Academic

11am-11:30am -- Evaluation of this case per department -- by Head of Departments

11:30am-12am -- Decision and warning -- to be clarified by Rector in Charge of Academic

12am- 00:30pm -- Questions and queries -- to be answered by Rector in Charge of Academic

## Meeting Minutes

Meeting date, time: Monday 25<sup>th</sup> May 2022 from 10h00-12h30

Meeting location: conference room 5

Meeting date, time: Monday 25 <sup>th</sup> May 2022 from 10h00-12h30			
Meeting location: conference room 5			
Participants: All HoDs All CPs	Regrets: Luis Hakorimana	Absent: NA	Guests: Kamari, the Director of academic services
Recorder	Rugwiro, the quality officer		

The meeting was called to order at 10 am

<b>Items No</b>	<b>Topic and discussion</b>	<b>Decision/Actions</b>	<b>Responsible</b>
<b>1</b>	Adoption of agenda	Adopted	- Rector in Charge of Academic
<b>2</b>	Academic regulations	To be followed by all person in the institution	- Everyone is in charge
<b>3</b>	New rules for attendance	To be followed with no exception and reports to be made every week	- Quality officer
<b>4</b>	Evaluation of this case per department	HoD must keep in track of all the courses being delivered	- HoDs
<b>5</b>	Decision and warning	Punishment to be applied	- Rector in Charge of Academic - HoDs

AoB: students will be given a well scheduled timetable of the sport tournament in progress

Meeting was adjourned at 12h30.