



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N200(E)(J13)H

NATIONAL CERTIFICATE

COMMUNICATION N6

(Second Paper)

(5140406)

13 June 2018 (X-Paper)

09:00–11:00

CLOSED-BOOK EXAMINATION

Candidates are allowed to bring TWO dictionaries into the examination room.

NO electronic dictionaries may be used.

This question paper consists of 7 pages and 1 addendum.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
COMMUNICATION N6
(Second Paper)
TIME: 2 HOURS
MARKS: 100

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions.
 2. Read ALL the questions carefully.
 3. Number the answers according to the numbering system used in this question paper.
 4. Use a BLACK or BLUE pen.
 5. Leave at least THREE lines after each question.
 6. Start each question on a NEW page.
 7. Carefully read the article on the ADDENDUM (attached) and QUOTE from the article to support your answers.
 8. Write neatly and legibly.
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Read the article, *Solution For Youth Unemployment*, on the ADDENDUM (attached) and answer the questions:

QUESTION 1: MOTIVATION

- 1.1 Define *motivation* in the workplace. (3)
- 1.2 'Interestingly, I have observed that young South Africans are largely energetic, wise and ready to explore the world, and contribute to the social and economic good.'
- 1.2.1 Do you agree with this statement that young South Africans are motivated in general? Only answer YES or NO. (1)
- 1.2.2 Explain what is meant by the following terms regarding people's motives:
- (a) Conscious
 - (b) Preconscious
 - (c) Subconscious
- (3 × 2) (6)
- 1.3 According to Malik, government is trying to motivate young people.
- 1.3.1 What is government doing to create good opportunities for young people?
- 1.3.2 Quote from the article to substantiate your answer. (2 × 2) (4)
- 1.4 In the workplace remuneration often motivates workers to work harder.
- What is the difference between remuneration as a *payoff* and remuneration as a *reward*? (2 × 2) (4)
- 1.5 According to Herzberg's theory, the working environment is a hygienic factor and must satisfy the lower level needs of employees.
- Name TWO factors that the working environment must have to satisfy the employees. (2)

[20]

QUESTION 2: PROBLEM SOLVING AND DECISION MAKING

- 2.1 What are TWO problems that keep the youth from being employed, according to Malik (ADDENDUM attached)? (2)
- 2.2 When trying to solve a problem, in this case the unemployment of the youth, a solution should be chosen and the decision implemented correctly. Some aspects should, however, be considered first.
- Name FIVE of these aspects when advising government on the best way of implementing the policies regarding the youth. (5)
- 2.3 Malik came to the conclusion that the allocated funds and schemes are not reaching the deserving youth, after he had evaluated government's implementation of the policies (decisions) regarding youth development.
- After implementation, a decision can be placed in one of three categories.
- 2.3.1 In which of these three categories would Malik place government's policies? (4)
- 2.3.2 Define the category you chose in QUESTION 2.3.1. (2 × 2) (4)
- 2.4 Malik is trying to help unemployed youth to make sensible decisions about their future. Communication plays a vital role in making good decisions.
- Name FOUR factors that can contribute to sensible decisions. (4)
- [15]**

QUESTION 3: COPING WITH CONFLICT

- 3.1 What is the contemporary (modern) view of conflict in the working environment? (3)
- 3.2 After reading the article on the ADDENDUM, a youth group in Worcester in the Western Cape decided to write to the National Youth Development Agency to obtain more information regarding programmes they have for young people.
- They mention in their letter that they are upset about the poor communication between government and the youth.
- 3.2.1 Explain how poor communication can happen on an organisational level. (4)
- 3.2.2 Name TWO things the youth can do to overcome poor communication, according to Malik. (2)

- 3.3 Different types of conflict are described below. In each case, name the TYPE of conflict.
- 3.3.1 Malik has an argument with a government official who read his article and does not agree with Malik's views.
- 3.3.2 One of the youths Malik spoke to, is troubled by the fact that he still does not have a job.
- 3.3.3 *Job Search Magazine* and *Junk Mail Jobs* are competing fiercely to obtain the job creation programme information from the government first.
- 3.3.4 Students feel that society has let them down by not providing adequate training opportunities for them in the workplace. (4 × 2) (8)
- 3.4 State FOUR possible causes of conflict. (4)
- 3.5 Name TWO formal mechanisms that can be used to solve conflict in the workplace. (2)
- 3.6 Name each of the following mechanisms used to cope with conflict:
- 3.6.1 After trying to get a job at a local supermarket but failing, Thando decides to never go there again.
- 3.6.2 A local youth group and three councillors of the municipality are discussing ideas on how to create more job opportunities locally. (2 × 1) (2)
- 3.7 3.7.1 What is *arbitration*? (1)
- 3.7.2 Explain the difference between *voluntary arbitration* and *binding arbitration*. (2 × 2) (4)
- [30]**

QUESTION 4: COPING WITH STRESS

4.1 Tabulate the differences between *eustress* and *distress*. (3 + 3) (6)

4.2 Malik hears that Skywise, the low-cost airline of which he is a co-chair, has been grounded. This happened quickly without any warning. He is so upset about this, that he has sweaty palms and trembling hands.

4.2.1 Name the phase of stress he is experiencing.

4.2.2 What are the two other phases of stress? (2 x 2) (4)

4.3 Classify each of the stressors in the following list into physical, emotional or behavioural stress. Copy and complete the table below in the ANSWER BOOK.

insomnia; depression; heartburn; anxiety; nail-biting;
high blood pressure

PHYSICAL	EMOTIONAL	BEHAVIOURAL

(6)

4.4 Malik decides to help a local youth organisation, by speaking to the young people on what to expect in a work environment. Before he starts his speech, he asks you to explain some key points to the young people.

Define the following:

4.4.1 Role overload vs. role underload

4.4.2 Adverse (not good) working conditions

(2 x 2) (4)
[20]

QUESTION 5: INTERVIEWS

During the speech to the youth organisation, Malik also decides to speak about interviews. He forgot his notes at home and asks you to answer the following questions for him.

- 5.1 State TWO objectives of the interviewer and TWO of the interviewee in the employment interview situation. Give your answer in TABLE form. (2 × 2) (4)
- 5.2 Name and explain TWO types of interviews that can be used by interviewers. (2 × 2) (4)
- 5.3 Name each of the following types of radio and television interviews:
- 5.3.1 This interview is very brief and could be restricted to a one-minute slot.
- 5.3.2 This interview forms part of an actuality programme and fills a relatively large time slot.
- 5.3.3 This interview usually fills a slot of about three minutes on a magazine or actuality programme. (3 × 1) (3)
- 5.4 Give FOUR hints that an applicant should remember during an employment interview. (4)
- TOTAL: 100**
- [15]**

ADDENDUM**SOLUTION FOR YOUTH UNEMPLOYMENT**

By Javed Malik, Fin24 | 2 May 2016 (adapted)

Johannesburg – The question of youth unemployment remains even more important and is becoming almost insurmountable in South Africa.

YOUNG SOUTH AFRICANS HAVE A LOT OF ENERGY

Interestingly, I have observed that young South Africans are largely energetic, wise and ready to explore the world and contribute to social and economic good. This is the greatest strength a country can have, for if opportunities are made available, the economy will receive the necessary impetus to move forward.

Unfortunately, in my opinion, several things are working against the full realisation of youth opportunities in SA. These include, among other things, inadequate information about youth opportunities, mainly through government channels.

I believe the government is doing everything possible to create good opportunities for the youth in the country. That is why the government has come up with a lot of policies in favour of the youth in South African businesses – though these seem not to serve the purpose. The allocated funds and schemes are not reaching the deserving youth, so the objectives are getting lost along the way.

KNOWLEDGE ABOUT PROGRAMMES FOR THE YOUTH

I have spoken to many young people and young entrepreneurs and they have no knowledge of what I am speaking about or whether they qualify for those programmes. Worse still, they will never get these benefits if they do not know how to obtain it or if they believe these programmes will only benefit the people who have connections.

That is the perception the government needs to change. The government needs to create more awareness via media and make these programmes more easily obtainable by the youth of SA.

I think individuals are taking advantage of these schemes to enrich themselves at the expense of the youth. So when the government creates these policies, they should have youth involved in discussions on how to implement them.

SA youth and young entrepreneurs continue to benefit through programmes like the Department of Trade and Industry's black industrialist scheme. There is also the National Youth Development Agency (NYDA).

Though these government schemes are well intended, in some cases the youth were not reacting fast enough in order to benefit from them.

BE PROACTIVE AND ON THE LOOKOUT

I urge the SA youth to be proactive by being on the lookout for specific schemes rather than waiting for government to come and deliver them at their doorsteps. I am very sure that the future of SA youths will be very bright if they work hard and in cooperation with government.

One other piece of advice from me to SA youth is to read newspapers, magazines, watch television and listen to radio programmes to know what opportunities may be available to them. Availability of information is key to expanding the intake of young people into jobs and advance their employment and development in the country.

WASTEFUL GOVERNMENT EXPENDITURE

In addition to the above, the scourge of wasteful government expenditure also contributes to deny the youth what they rightly deserve. A lot still needs to be done to ensure government funds are well-spent and reach the place where it is needed for youth employment and youth entrepreneurship.

While it is naturally trendy for young people to move into major cities for modern lifestyles, most of this trend is happening on the back of little knowledge about the importance of staying in rural areas where opportunities for work through mainly agriculture and related industries can be carved by hardworking people.

However, before one entertains the idea of staying in a provincial or rural area, you have to consider if there is going to be financial resources and infrastructure for you to be able to develop appropriate businesses outside the mainstream business centres.

Government should, therefore ensure that adequate resources are provided and in place to be acquired by the youth, such as funding, expertise and infrastructure. Government should also budget for funds to be available to youth development institutions and ensure that they are strictly monitored across the required demographics.

Let's work together and improve the conditions of our youths. Youth can be the masters of their own destinies when the right resources or back-up is made available to them, mainly because they are keen to be independent and to develop things themselves.

A better South Africa is possible only when the country's youth have stable jobs and decent incomes.

- *Javed Malik is co-chair of the low-cost airline, Skywise.*