



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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JUNE EXAMINATION

NATIONAL CERTIFICATE

COMMUNICATION AND HUMAN RELATIONS N6

(5140306)

19 June 2014 (X-Paper)
09:00–12:00

No dictionaries are allowed.

This question paper consists of 7 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
COMMUNICATION AND HUMAN RELATIONS N6
TIME: 3 HOURS
MARKS: 200

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. ALL work you do not want to be marked must be clearly crossed out.
 5. Start each question on a NEW page.
 6. Write neatly and legibly.
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SECTION A**QUESTION 1**

- 1.1 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.
- 1.1.1 (Motion/Proposal) is a suggestion to be considered by the meeting.
- 1.1.2 (Agenda/Ballot) is a list of all business topics to be discussed at the meeting.
- 1.1.3 (Chairperson/Secretary) is a person who keeps the minutes of a meeting as clearly and accurately as possible.
- 1.1.4 (Abstain/Ruling) is to make a decision not to vote.
- 1.1.5 (Convene/Vote) is a method to reach a decision. (5 × 2) (10)
- 1.2 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.
- 1.2.1 A two-way process whereby information is sent from one person through the channel to another who in turn reacts by providing feedback:
- A Message
 - B Communication
 - C Receiver
 - D Medium
- 1.2.2 The systematic transfer of knowledge and the development of skills, insight and attitudes on the part of an individual in order to adequately perform a given task or job:
- A Training
 - B Consultation
 - C Motivation
 - D Recruitment
- 1.2.3 It is one of the characteristics of a good self-image.
- A Deal with interpersonal relations
 - B Saving time, money and energy
 - C Shy and reserved
 - D Less fear of failure

1.2.4 The need to develop and use abilities, talents and potential to the fullest:

- A Need for self-esteem
- B Need for love and acceptance
- C Need for self-actualisation
- D Need for security

1.2.5 It is ONE of the factors which influence motivation in the workplace.

- A Personality
- B Loyalty
- C Policy
- D Competition

1.2.6 This type of conflict exists freely between two or more individuals.

- A Interpersonal conflict
- B Individual conflict
- C Intergroup conflict
- D Community conflict

1.2.7 It is ONE of the types of clients who is usually optimistic, hopeful and impulsive.

- A Choleric
- B Biliou
- C Phlegmatic
- D Sanguine

1.2.8 The first step in sales presentation is to approach the client.

- A Action
- B Attention
- C Desire
- D Interest

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1.2.9 It is an audio-visual aid which can be used to present a message in an attractive, colourful and lively fashion.

- A Slides
- B Film
- C Cassette players
- D Overhead projector

1.2.10 It is ONE of the non-verbal communications.

- A Telephone
- B Graphics
- C Interview
- D Radio

- 1.3 Choose a description from COLUMN B that matches a word in COLUMN A. Write only the letter (A–E) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.3.1	Committee	A set or list of rules to control the activities of the organisation
1.3.2	Quorum	B authority acquired by virtue of one's position
1.3.3	Constitution	C information about the venue, date and time of a meeting issued to those entitled to attend the meeting
1.3.4	Ex-officio	D group of people appointed to attend to certain duties of the organisation
1.3.5	Notice	E minimum number of members who must be present to declare the meeting valid

(5 × 2) (10)

- 1.4 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

- 1.4.1 Spoken verbal communication, called oral communication, can be direct or indirect.
- 1.4.2 Reports should be written in the present tense.
- 1.4.3 Traditional view approach regards conflict as natural and part of human nature.
- 1.4.4 Work environment cannot be regarded as a factor which influences motivation in the workplace.
- 1.4.5 Training directs the employer in his/her work.

(5 × 2) (10)
[50]

TOTAL SECTION A: 50

SECTION B**QUESTION 2**

Read the case study below and answer the questions.

Jane September (36), who owns an IT Consultant company, calls all her employees to a meeting.

She has invited Mr Dlamini to come and motivate her employees. He will also train them on different work-related aspects. This training includes improving communication skills with the clients. The service provider will also evaluate and give certificate to the attendants.

He is also expected to compile a report which details the progress on training.

- 2.1 Define the following terms considering the total number of marks allocated to each:
- 2.1.1 Training
- 2.1.2 Evaluating
- 2.1.3 Motivation
- 2.1.4 Report
- 2.1.5 Communication
- (5 × 4) (20)
- 2.2 A company must have principles of training programme.
Name FIVE principles of training programme. (5 × 2) (10)
- 2.3 Complete the following model illustrated by Laswell describing communication process:
- | Who? | Say what? | In which channel | To whom | With which effect |
|-----------|-----------|------------------|-----------|-------------------|
| 2.3.1 ... | 2.3.2 ... | 2.3.3 ... | 2.3.4 ... | 2.3.5 ... |
- (5 × 2) (10)
- 2.4 Name FIVE important requirements for report writing. (5 × 2) (10)
- [50]**

QUESTION 3

- 3.1 Dressing and grooming play an important role during an interview.
Discuss FIVE helpful hints for dressing to your advantage during interview. (5 × 2) (10)
- 3.2 Give FIVE factors that contribute to work satisfaction. (5 × 2) (10)
- 3.3 Name FIVE of Maslow's hierarchy of needs. (5 × 2) (10)
- 3.4 Name FIVE stressors in the workplace. (5 × 2) (10)
- 3.5 State FIVE ways of handling grievances or complaints. (5 × 2) (10)
[50]
- TOTAL SECTION B: 100**

SECTION C**QUESTION 4**

- 4.1 Give FIVE characteristics of a good self-image. (5 × 2) (10)
- 4.2 State FIVE approaches of handling difficult customers. (5 × 2) (10)
- 4.3 What does the acronym AIDA stand for?
- 4.3.1 A =
- 4.3.2 I =
- 4.3.3 D =
- 4.3.4 A = (4 × 2) (8)
- 4.4 State SIX advantages of training. (6 × 2) (12)
- 4.5 Give FIVE important hints to keep in mind when answering the questions during interview. (5 × 2) (10)
[50]
- TOTAL SECTION C: 50**
GRAND TOTAL: 200