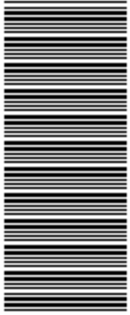


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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

**N140(E)(J8)H
JUNE EXAMINATION
NATIONAL CERTIFICATE
COMMUNICATION AND HUMAN RELATIONS N6**

(5140306)

**8 June 2016 (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. Start each question on a NEW page.
 3. Number the answers according to the numbering system used in this question paper.
 4. Carefully consider the mark allocation of each question and answer accordingly.
 5. Tidiness, style and layout of answers are important.
 6. Write neatly and legibly.
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QUESTION 1

- 1.1 Choose a description from COLUMN B that matches an item in COLUMN A. Write only the letter (A–J) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	Decoding	A	touch a person's shoulder to comfort him
1.1.2	Accent	B	the receiver converts the message into a code
1.1.3	Medium	C	an electronic e-mail has been sent to all the staff about a possible strike action taking place
1.1.4	Physiological barrier	D	this is the mirror through which I view life
1.1.5	Intensity	E	the client doesn't understand the term <i>al dente</i> on the menu
1.1.6	Jargon	F	this aid is used to convey the message
1.1.7	Kinesics	G	my headache prevents me from following a conversation
1.1.8	Message	H	the receiver translates the code into an understandable message
1.1.9	Encoding	I	an English-speaking client from America speaks differently from an English-speaking client from Britain
1.1.10	Perception	J	the way in which the hotel manager speaks when he informs a client that his mother passed away

(10 × 2)

(20)

- 1.2 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.
- 1.2.1 When a person is in conflict with another person, it is called intergroup conflict.
- 1.2.2 Films are cheap audio-visual aids.
- 1.2.3 The intensity observed in a person's voice is a form of paralinguistic and non-verbal communication.
- 1.2.4 You should never be too self-confident during an interview.
- 1.2.5 A person who is arrogant has a good self-image. (5 × 2) (10)
- 1.3 Explain how the family structure can influence employees' human relations and communication skills. (4) [34]

QUESTION 2

- 2.1 Explain how the following can cause stress in a workplace:
- 2.1.1 Work overload or underload
- 2.1.2 Career prospects
- 2.1.3 The organisation
- 2.1.4 Role in the organisation
- 3.1.5 Family relationships (5 × 2) (10)
- 2.2 Name FIVE factors that contribute to work satisfaction (5 × 2) (10)

2.3 The words listed at each question have something in common.

State what they have in common and give a brief discussion of this common factor as well.

2.3.1 Convene, agenda, minutes

2.3.2 Confrontation, withdrawal, compromise

2.3.3 Traditional view, interactive approach, behavioural approach

2.3.4 Self-confident, optimistic, motivated

2.3.5 Line graphs, pie charts, pictograms, bar charts

2.3.6 Relaxation, articulation, breath control, resonance

2.3.7 Asthma, insomnia, depression, ulcers

2.3.8 Sanguine, melancholic, choleric, phlegmatic

2.3.9 ID book, certificates, diplomas, testimonials

2.3.10 Salary, holiday, lunch break, rest period, smoke break

(10 × 2) (20)

2.4 Complete the following table illustrated by Laswell describing the communication process. Write only the answer next to the question number (2.4.1–2.4.5) in the ANSWER BOOK.

Who?	Say what?	In which channel?	To whom?	With which effect?
2.4.1 ...	2.4.2 ...	2.4.3 ...	2.4.4 ...	2.4.5 ...

(5 × 2)

(10)
[50]

QUESTION 3

- 3.1 Name the FIVE needs of Maslow's hierarchy. (10)
- 3.2 State the FIVE most important requirements that you should adhere to when writing a report such as an accident report. (5 × 2) (10)
- 3.3 The chairperson plays a very important role to ensure that a meeting takes place successfully.
Name EIGHT duties of a chairperson during a meeting. (8)
- 3.4 Differentiate between *functional conflict* and *non-functional conflict*. (2)
[30]

QUESTION 4

- 4.1 Staff needs to be assisted on how to handle clients.
Say what the acronym AIDA stands for and explain how each of these four factors can assist the salesperson with his/her sales presentation. (3 × 4) (12)
- 4.2 Explain FIVE things that a sales assistant should do to conclude a transaction. (10)
- 4.3 As a chef, you are required to have the essential knowledge, skills and characteristics to perform your job.
Using the scenario above and give ONE practical example for each of the following THREE components in a job situation:
- 4.3.1 Knowledge
- 4.3.2 Skill
- 4.3.3 Characteristics (3 × 2) (6)
- 4.4 Give TWO advantages and TWO disadvantages of using an overhead projector during training. (2 × 2) (4)
- 4.5 State any FIVE disadvantages of conflict. (10)
[42]

QUESTION 5

- 5.1 Rearrange the following steps of a successful sales presentation into the correct order. Write only the letters (A–D) in the correct sequence next to the question number (5.1) in the ANSWER BOOK.
- A Create interest
 - B Push to action
 - C Arouse desire
 - D Attract attention
- (4)
- 5.2 State TEN ways of how to overcome barriers so as to communicate effectively. (10)
- 5.3 Dressing and grooming plays important roles during an interview.
- Discuss FIVE hints for dressing properly so that it will count to your advantage during an interview. (10)
- 5.4 Define the following terms:
- NOTE: Consider the marks allocated to each term.
- 5.4.1 Training
 - 5.4.2 Evaluating
 - 5.4.3 Motivation
 - 5.4.4 Report
 - 5.4.5 Communication
- (5 × 4) (20)
[44]
- TOTAL: 200**