



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N140(E)(J6)H

NATIONAL CERTIFICATE

COMMUNICATION AND HUMAN RELATIONS N6

(5140306)

6 June 2018 (X-Paper)
09:00–12:00


This question paper consists of 9 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. Write only with a BLACK or BLUE pen.
 5. Leave at least ONE line open after each question.
 6. Start each section on a NEW page.
 7. Write neatly and legibly.
-

SECTION A**QUESTION 1**

- 1.1 Choose an item from COLUMN B that matches a description 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 Conflict arising among members of a group	A upselling
	1.1.2 A person who communicates easily and interacts very well with other individuals	B audiovisual aid
	1.1.3 Used to influence the buyer's decision to spend more	C intragroup conflict
	1.1.4 Personality type that is very calm, not so focused and sometimes uninterested	D extrovert
	1.1.5 People who are quiet, reserved and do not communicate easily	E client
	1.1.6 Equipment that is used to present information for the purpose of transferring knowledge	F introvert
	1.1.7 Conflict that exists between two or more individuals involving anger and unhappiness	G phlegmatic
	1.1.8 Personality type that is positive, hopeful and confident	H report
	1.1.9 Should be written in the past tense	I interpersonal conflict
	1.1.10 A person that uses the service of a business	J sanguine

(10 × 2) (20)

1.2 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–E) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK. 

1.2.1 The effectiveness of training can be measured by ...

- A trust.
- B commitment.
- C results.
- D conflict.
- E All the above

1.2.2 The following indicates the need to train staff:



- A High performance
- B High level of wastage
- C Staff with strong sense of responsibility
- D Highly interested in serving people
- E None of the above


1.2.3 Introduction of a new employee to colleagues:

- A Training
- B Selection
- C Recruitment
- D Induction
- E All the above


1.2.4 A formal meeting ...

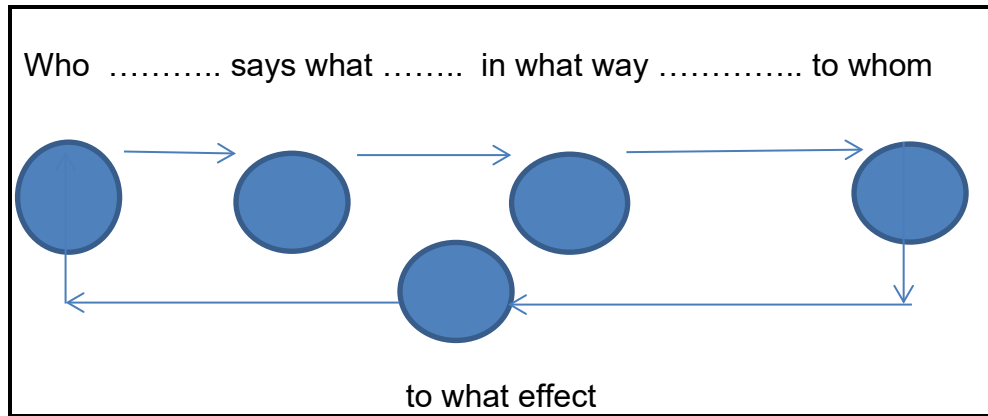
- A is pre-planned and held at a specific time, date and venue.
- B is chaired by a chairman.
- C should have minutes that were taken during the meeting.
- D follows the agenda.
- E All the above

1.2.5 The formality of language used in an advertisement depends on the ...

- A money available.
- B social pressures.
- C target group.
- D language.
- E All the above 

(5 × 2) (10)

1.3 Study the graph below and answer the questions. 



COMMUNICATION PROCESS


1.3.1 Name the elements of communication that make up the communication process. (4)

1.3.2 Explain the communication process as presented in the graph. (8)

1.4 Which FOUR media of communication can be used to advertise job placements? (4 × 2) (8) **[50]**

QUESTION 2

2.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write 'True' or 'False' next to the question number (2.1.1–2.1.6) in the ANSWER BOOK. Correct the answer if it is FALSE.


 2.1.1 Biological needs of employees should be met before any other needs.

2.1.2 An agenda is written in point form and not numbered.




2.1.3 A notice can be written in memo style.

2.1.4 A meeting is held annually and managers are tasked.

2.1.5 The covering letter forms the last page of a CV and it motivates why a person is applying.

2.1.6 A quorum is needed before major decisions can be made during a meeting and it also controls the meeting. 

(1 mark for each True/False and 2 marks for each correction of an incorrect answer) (14)

- 2.2 Give a term for each of the following descriptions regarding a meeting. Write only the answer next to the question number (2.2.1–2.2.5) in the ANSWER BOOK. 
- 2.2.1 Ending a meeting with the intention of resuming it later
- 2.2.2 The announcement informing when and where a meeting will take place
- 2.2.3 To announce or give notice that a meeting is to be held
- 2.2.4 A point of discussion that is added to the agenda, usually before a meeting takes place
-  2.2.5 A group of people that are officially appointed to meet regularly to do a particular task (5 × 1) (5)
- 2.3 Name FOUR ways in which a meeting can be controlled. (4)
- 2.4 Name FIVE main components of a curriculum vitae. (5)
- 2.5 When training an audience that is hearing impaired, charts and graphics are normally used.
- Name FOUR types of charts and graphics that can be used. (4)
- 2.6 State practices that can be used to deal with customer grievances. (7 × 2) (14)
- 2.7 Differentiate between the following personality types:
- 2.7.1 Introvert personality 
- 2.7.2 Extrovert personality (2 × 2) (4)
- [50]**
- TOTAL SECTION A: 100**

SECTION B

QUESTION 3

BULLYING IN THE WORKPLACE

You're weary, frustrated,
unhappy and demotivated.



Your interaction with your
boss leaves you cold.


He's a bully, intrusive,
controlling, picky and petty.

He takes credit for your
work and never provides
positive feedback.



You do have choices.
Do you stay and suffer?
Do you report the abuse?
Do you look for a new job?



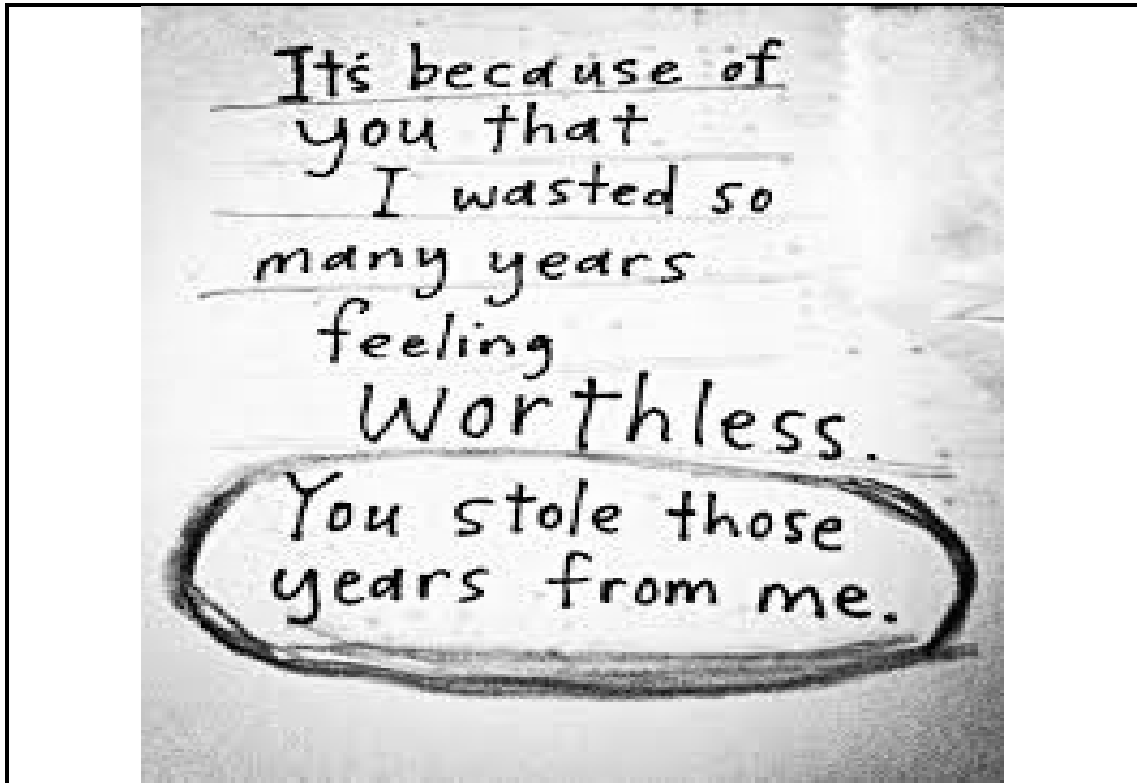
- 3.1 Define the term *frustration*.  (2)
- 3.2 Regarding the article, name FIVE factors or actions of the bullying boss that could trigger frustration among employees. (5)
- 3.3 What type of conflict will arise? Explain to support your answer. (3)
- 3.4 Explain how the decision by the victim to report the matter, will benefit both the victim and the organisation. (5 × 2) (10)
- 3.5 According to Maslow's hierarchy of needs, name THREE needs of the victim that have not been met and give examples for each need identified. (3 × 2) (6)
- 3.6 Discuss how the supervisor (boss) is expected to act to ensure that employees are motivated in the workplace. (3)
- 3.7 The bullied employee opts not to report the abuser and continues to suffer.  Discuss his/her approach to coping with conflict. (2)



- 3.8 Name FIVE factors that influence an employee's human relations and communication skills.  (5)
- 3.9 What can an employee do to minimise frustration in the workplace? (3)
- 3.10 Briefly explain what conflict aggression is and when it takes place. (1)
- 3.11 Looking for a new job will require a well-written CV.
Write FIVE points to remember when writing a CV. (5)
- 3.12 Show the order in which qualifications should be listed in a curriculum vitae by giving examples. (2)
- 3.13 Give THREE reasons why it is necessary to accompany a CV with an application letter. (3)
- [50]**

QUESTION 4

- 4.1 Explain what a *grievance* is. (2)
- 4.2 Since clients have different personalities, it means that they should be approached differently. Some clients act aggressively when they believe they have been disadvantaged.
Discuss how the following voice techniques can be used to calm down a very angry client:
-  4.2.1 Intensity
- 4.2.2 Tempo and rhythm (2 × 2) (4)
- 4.3 State SEVEN effective ways to deal with clients' grievances. (7)
- 4.4 Name FOUR main personality types and explain their differences. (8)
- 4.5 Briefly explain how customers regarded as browsers behave. (2)
- 4.6 Explain how to offer services to browsing customers.  (2)
- 4.7 Discuss FIVE factors that contribute to conflict when presenting sales to clients. (5 × 2) (10)
- 4.8 What motivates employers to invest in their employees through training? (3)

4.9 Study the following text and analyse the content. 



- 4.9.1 Formulate your own judgement of the text by writing TWO symptoms of a low self-image that the writer could have experienced in the past. (2)
-  4.9.2 State FOUR characteristics of a good self-image that the writer could possess. (4)
- 4.10 Quote from the text to prove that the writer's self-image has changed. (1)
- 4.11 State the ways of communicating and expressing the intensity of emotions that have been used in the text. (3)
- 4.12 State the emotion that you could identify from the circled text. (1)
- 4.13 Quote the words that the writer uses to acknowledge what the problem had been in the past.  (1)

[50]

TOTAL SECTION B: 100
GRAND TOTAL: 200