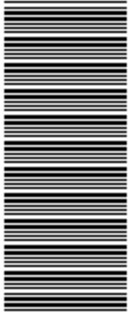


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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N160(E)(J3)H
JUNE EXAMINATION

NATIONAL CERTIFICATE

**COMMUNICATION N4
(Second Paper)**

(5140344)

**3 June 2016 (X-Paper)
09:00–11:00**

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**DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA**

NATIONAL CERTIFICATE

COMMUNICATION N4

(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. Write neatly and legibly.
-

SECTION A: BASIC COMMUNICATION PRINCIPLES**QUESTION 1**

Read the following scenario and answer the questions.

One day Maki arrived late for work. Before she could open her office, her manager who was standing outside his office, which is not very far from hers, looked at his watch and shook his head and said: 'Again! In my office, now!' 'I will explain, sir!' said Maki. While they were busy exchanging words, a telephone rings and the manager proceeds to answer the phone.

- 1.1 Identify the following elements of communication from the above scenario:
- 1.1.1 Sender
 - 1.1.2 Message
 - 1.1.3 Medium
 - 1.1.4 Feedback
 - 1.1.5 Receiver
 - 1.1.6 Barrier
- (6 x 1) (6)
- 1.2 Give TWO examples of non-verbal communication from the scenario. (2 x 1) (2)
- 1.3 Differentiate between *verbal* and *non-verbal* communication and give ONE example of each. (3 x 2) (6)
- 1.4 State FOUR importance of effective communication. (4 x 1) (4)
- 1.5 Define the term *communication*. (5)

1.6 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 (1.6.1–1.6.10) in the ANSWER BOOK.

1.6.1 Peter and Maki are discussing about the test they will write tomorrow.

Which category of communication is represented by this statement?

- A Mass communication
- B Interpersonal communication
- C Intrapersonal communication
- D Extra personal communication

1.6.2 The SRC president is addressing students in the hall. They cannot hear him/her because of the noise from the lawn mower outside.

This is an example of ... barrier.

- A semantic
- B gatekeeping
- C physical
- D physiological

1.6.3 When a mother sees her baby whom she did not see for a long time, she smiles.

Which type of communication is represented here?

- A Non-verbal
- B Verbal
- C Facial expression
- D Written

1.6.4 Which ONE of the following options best represents the elements of communication?

- A Sender, message, channel, receiver, source
- B Sender, message, receiver, feedback, listening
- C Communicator, sender, message, channel, receiver
- D Sender, message, channel, receiver, feedback

1.6.5 Maki is going to an interview tomorrow. She is thinking about what to wear for the interview.

Which category of communication is represented here?

- A Interpersonal
- B Intrapersonal
- C Extrapersonal
- D Mass

1.6.6 Postures and gestures are examples of which type of non-verbal communication?

- A Kinesics
- B Haptics
- C Proxemics
- D Acoustic semiology

1.6.7 A politician is addressing an audience in a stadium.

Which distance is maintained by the politician?

- A Intimate zone
- B Personal zone
- C Social zone
- D Public zone

1.6.8 Which ONE of the following is NOT an example of indirect written communication?

- A Newspaper article
- B Press release
- C Personal letter
- D Advertisement

1.6.9 Which ONE of the following is an example of direct oral communication?

- A News broadcast on radio
- B Talking to a friend on the phone
- C Talking to a friend face-to-face
- D Using a two-way radio

1.6.10 Before the sender sends the message to the receiver, the sender has to ... the message.

- A interpret
- B decode
- C encode
- D translate

(10 x 1) (10)

1.7 State THREE advantages of effective listening.

(3 x 1) (3)

1.8 Define the term *phatic communication* and give TWO examples.

(2 x 2) (4)
[40]

TOTAL SECTION A: 40

SECTION B: INTERPERSONAL RELATIONSHIPS AND SOCIAL INTERACTION

QUESTION 2

- 2.1 State the THREE elements of a person's self-image. (3)
- 2.2 Which of Maslow's needs is represented in each of the following situations?
- 2.2.1 A manager praises the work done by an employee.
- 2.2.2 Your company holds year-end functions every year in December.
- 2.2.3 After giving an employee a challenging task, a manager said: 'Be all that you can be'.
- 2.2.4 All temporary employees in your company are made permanent.
- 2.2.5 A company pays its employees a living wage. (5 x 1) (5)
- 2.3 Why is it important for employees to avoid slang in the workplace? (2)
- 2.4 Explain how you can overcome intercultural barriers to communication in the workplace. (5 x 2) (10)
- 2.5 Define the term *gatekeeping* and give TWO examples. (3 + 4) (7)
- 2.6 Vague expression or wording can cause misunderstanding in communication and should be avoided at all cost.
- Give THREE examples of a vague expression. (3 x 1) (3)
- [30]**

TOTAL SECTION B: 30

SECTION C: INTRODUCTION TO ORGANISATIONAL COMMUNICATION**QUESTION 3**

Read the following scenario and answer the questions.

Mr Rambau is the CEO and owner of JP Construction company. He has employed about 200 people. He has made his wife a General Manager in the company. The company has four departments which are headed by managers who report directly to her. In every department there is a supervisor. You work as a general worker in one of the departments.

Draw an organisational pyramid of JP Construction company.

[5]

TOTAL SECTION C:**5****SECTION D: INTERVIEWS****QUESTION 4**

4.1 Define the term *interview*.

(5)

4.2 Choose a description from COLUMN B that matches a/an word/item in COLUMN A. Write only the letter (A–E) next to the question number (4.2.1–4.2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
4.2.1	Closed question	A	When did you pass your grade 12?
4.2.2	Open-ended question	B	If you were the supervisor in one of the departments, how would you deal with late coming?
4.2.3	Specific question	C	I think that women should be allowed to occupy managerial positions. Don't you?
4.2.4	Hypothetical question	D	According to your CV you worked for six months as a student temporary worker at the University of Limpopo. Is that correct?
4.2.5	Leading question	E	Can you briefly explain why you want to work for this company?

(5 x 1)

(5)

4.3 Your younger sister is going to attend an interview tomorrow.

What guidelines would you give her regarding punctuality?

(4 x 1)

(4)

4.4 Name THREE communication barriers that could ruin an interview. (3 x 1) (3)

4.5 The applicant has to introduce himself/herself at the beginning of the interview.

Give THREE pieces of advice to an applicant when he/she is introducing himself/herself. (3 x 1) (3)

[20]

TOTAL SECTION D: 20

SECTION E: MEETING PROCEDURES

QUESTION 5

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (5.1–5.2) in the ANSWER BOOK.

5.1 To convene a meeting is to inform or give notice that a meeting is arranged.

5.2 If the meeting is held in camera it means that people are allowed to use their cameras to take photos in that meeting.

5.3 Quorum refers to all the people who are attending the meeting on that day.

5.4 When a meeting deadlocks, it means that the meeting is equally divided over a particular issue.

5.5 To adjourn a meeting is to end the meeting because all items on the agenda have been discussed.

(5 x 1) [5]

TOTAL SECTION E: 5
GRAND TOTAL: 100