



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N220(E)(J15)H

NATIONAL CERTIFICATE

COMMUNICATION N6
(Second Paper)

(5140406)

15 June 2017 (X-Paper)
09:00–11:00

CLOSED-BOOK EXAMINATION

TWO dictionaries may be used.

NO electronic dictionary is allowed.

This question paper consists of 6 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. Start each section on a NEW page.
 5. Leave a line open between answers.
 6. Write neatly and legibly.
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SECTION A**QUESTION 1**

1.1 Complete the following sentences by filling in the missing word or words. Write only the word or words next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

- 1.1.1 ... occurs when an individual constantly has a negative view of him- or herself.
- 1.1.2 ... could lead to improved job-related performance, greater creativity and motivation.
- 1.1.3 A ... barrier includes the use of words not understandable to both parties during an interview.
- 1.1.4 ... refers to establishing the extent of a problem.
- 1.1.5 ... relate to the basic drive that includes the need for shelter, water and food.
- 1.1.6 ... is characterised by power tactics, domination and is a win-lose situation.
- 1.1.7 ... refer to steps taken by management in recognition of a job well done by the employee.
- 1.1.8 ... is constructive in nature, leads to better interpersonal relationships, and improves productivity.
- 1.1.9 A/An ... asks questions during the interview.
- 1.1.10 In a ... interview, voice quality, appearance and body language are important.

(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 (1.2.1–1.2.5) in the ANSWER BOOK.

- 1.2.1 The presenter or interviewer is the receiver of the message.
- 1.2.2 Avoidance or withdrawal involves a process by which the problem is deliberately ignored.
- 1.2.3 Mediation is the process during which an independent person asks two parties to reach an agreement.
- 1.2.4 Indirect remuneration refers to benefit enjoyed.

- 1.2.5 A policy statement of intention commits management to a general cause of action. (5 × 1) (5)

1.3 Choose the correct word or words from those given in brackets. Write only the word or words next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 (Radio/Television) messages are conveyed by means of a voice and visual elements.

1.3.2 The (planning/questioning) phase is aimed at gaining as much relevant information from candidates as possible.

1.3.3 (Functional/Dysfunctional) conflict involves ever-increasing levels of conflict that are destructive in nature.

1.3.4 (Needs/Drives) are an individual's conscious or unconscious experiences that something is lacking.

1.3.5 (Frustration/Pressure) forces an individual to speed up an effort or to intensify or change the direction of goal-directed behaviour. (5 × 1) (5)

[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2: MOTIVATION

Read the article in the attached ADDENDUM and answer the questions.

- 2.1 Define the term *motivation*. (1)
- 2.2 Name THREE factors that influence motivation in a workplace. (3)
- 2.3 What type of need is satisfied when a university student obtains a degree? (1)
- 2.4 Present Maslow's hierarchy of needs graphically. (6)
- 2.5 List any THREE factors that determine and direct an individual's behaviour. (3)

[14]

QUESTION 3: PROBLEM-SOLVING

- 3.1 State ONE problem you think university students faced that lead them to the #feesmustfall protest. (1)
- 3.2 Draw up a decision-making process for the Department of Higher Education and Training to resolve the issue of #feesmustfall. (10)
- 3.3 List FOUR factors that contribute positively or negatively to the communication process. (4)
- [15]**

QUESTION 4: CONFLICT AND STRESS

- 4.1 Define the term *functional conflict*. (2)
- 4.2 State the underlying principles of a disciplinary code. (4)
- 4.3 Explain the term *disciplinary action*. (3)
- 4.4 List SEVEN causes of conflict and state how it could be resolved. (7 × 2) (14)
- 4.5 Some of the final-year students at university are experiencing stress since they might not graduate in 2017.
- List THREE practical guidelines to cope with stress. (3 × 2) (6)
- 4.6 Give THREE benefits (positive results) of stress. (3 × 2) (6)
- 4.7 Differentiate between *intrapersonal* and *interpersonal* conflict. (2)
- [37]**

QUESTION 5: INTERVIEW

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–F) next to the question number (5.1–5.4) in the ANSWER BOOK.

COLUMN A		COLUMN B	
5.1	Are you a student at Wits university?	A	leading question
5.2	I think students should go back to classes, don't you?	B	closed-ended question
5.3	Why do you think you are the best candidate?	C	open-ended question
5.4	If you were the president of a student representative council what advice would you give students regarding the #feesmustfall protests?	D	hypothetical question
		E	specific question
		F	vague question

(4 × 1)

[4]

TOTAL SECTION B:
GRAND TOTAL:

70
100

ADDENDUM

KZN campuses closed after students riot

POLICE and students engaged in running battles at the Westville campus of the University of KwaZulu-Natal yesterday, resulting in the closure of the campus.

Protests at the university's Howard College campus in Durban also resulted in that campus being closed.

The day began at Westville with a stand-off between students and university security, but erupted in violence when students started charging security after police withdrew.

The students, numbering well over a thousand, stormed a security vehicle at the quadrangle on campus and overturned a security vehicle after the four security personnel fled, abandoning it.

Police returned and battles started taking place in the university residences just below the main university campus.

Students threw rocks and other objects, including ironing boards, tables and chairs, while police responded with rubber bullets, stun grenades and teargas.

At one stage police, who were severely outnumbered, could be heard screaming for more rubber bullets, stun grenades and teargas.

Three police officers almost found themselves overrun by a group of students who used a table as cover against the rubber bullets.

In one instance, police threw teargas into a building to flush out students, but administrative staff found themselves fleeing the building to get away from the teargas.

Fridges were dragged out to be used as shields, while fire extinguishers were also deployed by the students, a number of whom masked their faces.

Several ironing boards were used as effective shields by the

students.

Those who were at the core of the protests wore T-shirts from the South African Students' Congress (Sasco), while others wore ANC T-shirts emblazoned with President Jacob Zuma's portrait.

One police officer was injured when a bottle struck him on the arm and he was taken away by paramedics.

One woman shouted from the residence to the police officers below: "Stop shooting our boyfriends!"

A fire was started in the toilets of the students' union building, while fire hoses were also opened by protesting students. The fire was immediately dowsed.

The eThekweni fire brigade was on standby throughout yesterday.

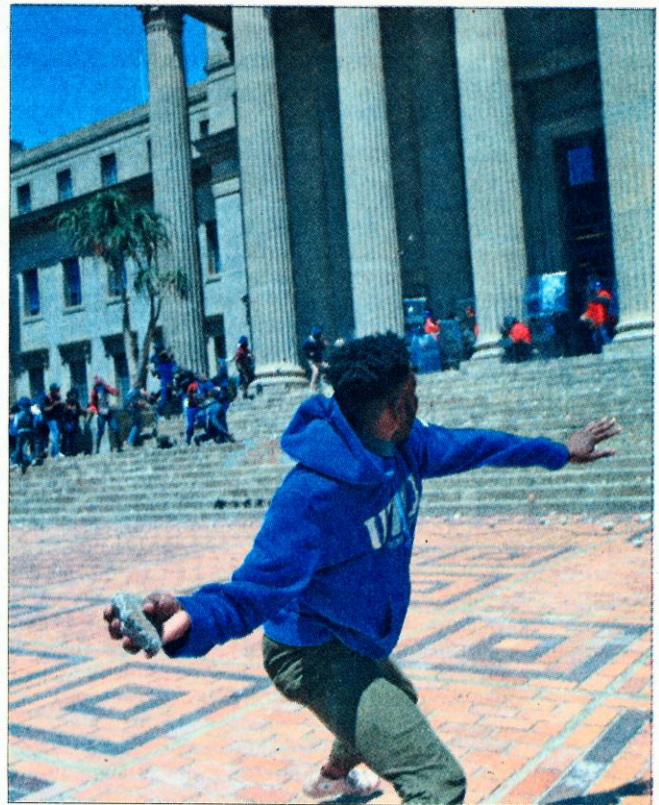
Roads throughout the campus were littered with debris. At least four fridges from the residences were lying broken beyond repair outside the residences.

It was not immediately clear how many arrests, if any, had been made but police brought in more officers, and by mid-afternoon the situation had quietened.

In a statement yesterday, university spokesperson Lesiba Seshoka said: "In an effort to restore calm on the Westville campus, all academic activities have been suspended for today, October 10, with immediate effect.

"The suspension is for today and is until further notice. It is hoped that during this period we will be able to locate and arrest those individuals who are perpetrating violence on the campus."

Later he confirmed the academic programme at the university's Howard College campus had also been suspended until further notice. — ANA



An angry stone-thrower vents his anger at security guards during a protest on the Wits campus in Braamfontein. PICTURE: ANTOINE DE RAS



Wits students set a bus on fire in Braamfontein during the violent #Fe