



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

**COMMUNICATION N6
(Second Paper)**

13 JUNE 2014

This marking guideline consists of 6 pages.

QUESTION 1

1.1	1.1.1	Self- Actualization		
	1.1.2	Policy		
	1.1.3	Optimum		
	1.1.4	Functional		
	1.1.5	Mediation		
	1.1.6	Alarm		
	1.1.7	Stressor		
	1.1.8	Type B		
	1.1.9	conclusion		
	1.1.10	News	(10 x 2)	(20)
1.2	1.2.1	True		
	1.2.2	True		
	1.2.3	True		
	1.2.4	False		
	1.2.5	False	(5 x 2)	(10)
1.3	13.1	Esteem		
	1.3.2	Problem-solving		
	1.3.3	Compromise		
	1.3.4	Pressures		
	1.3.5	Establishing Rapport	(5 x 1)	(5)
				[35]

QUESTION 2

- | | | | |
|-----|--|-------------|-------------|
| 2.1 | Negative | | (1) |
| 2.2 | Security | | (1) |
| 2.3 | His suspension after his security of employment and earning a salary | | (1) |
| 2.4 | Policy | | |
| | Supervision | | |
| | Remuneration | | |
| | Working environment | (Any 3 x 1) | (3) |
| 2.5 | 2.5.1 A goal-directed activity | | |
| | 2.5.2 A goal activity | | |
| | 2.5.3 A goal activity | | |
| | 2.5.4 A goal-directed activity | (4 x 1) | (4) |
| 2.6 | Scheduling regulating and monitoring tasks | | |
| | Set goals that are clearly defined, realistic and attainable | (2 x 1) | (2) |
| 2.7 | A healthier feeling and/or sense of physiological well-being | | |
| | A greater sense of psychological well-being | | |
| | Increased productivity | (Any 2 x 1) | (2) |
| | | | [14] |

QUESTION 3

- | | | |
|-----|---|-----|
| 3.1 | The COO and Head of Legal arranged sponsorship with Tsogo Sun without communicating with the league and EXCO. | (1) |
| 3.2 | They were suspended | (1) |
| 3.3 | PSL Executive Committee | (1) |

- 3.4 They must be ready to do the following:
- Prepare a realistic budget
 - Set a reasonable/realistic timetable
 - Should delegate the relevant (disciplinary) tasks appropriately.
- (3)
- 3.5 A problem is any unsatisfactory or undesirable condition that needs to be corrected.
- OR
- A problem is a situation where certain relevant facts are known and some others remain unknown
- (1)
- 3.6 Putting a problem down in writing has the following advantages:
- The writing process forces one to think about issue;
 - Helps one to formulate the problem logically, objectively and systematically;
 - Assists one to understand the problem better;
 - Serves as a framework for further action, as well as,
 - Establishes a measure of control (over the problem).
- (Any 3 x 1) (3)
- 3.7
- Collecting and analysing appropriate data
 - Determine the origin of the problem, the people involved and contributing factors
 - Determine the true magnitude of the problem and its influence on other situations
- (Any 2 x 1) (2)
[12]

QUESTION 4

- 4.1 it involves intrapersonal or interpersonal confrontation caused by the simultaneous arousal of compatible motives or needs, that lead to a temporary or permanent disruption of normal functioning.
- OR
- A disagreement of needs within the individual or between two or more people where the needs, objective value, interest and perceptions of one individual or group do not agree with those of another individual or group.
- (2)
- 4.2 Dysfunctional conflict
- (1)
- 4.3 Interpersonal relations are affected (by conflict) and this affects the organization negatively.
- (2)

- 4.4 CONFLICT can be positive and/or advantageous in that:
- It serves to expose the problems, which can then be addressed;
 - It could lead to healthy self-criticism/self-evaluation;
 - It can lead to creativity, the discovery of talent and abilities; It could potentially improve decision-making skills among employees
 - It can facilitate innovation and change
 - Between groups, it could increase loyalty, motivation and performance (also within a particular group).
- (Any 4 x 1) (4)
- 4.5 Grievance procedure
Disciplinary action (2)
- 4.6 An orderly, formal system whereby the employer and employee determine whether or not the employment contract has been violated.
- OR
- A complaint which is related to the employee's treatment or position within his/her daily working routine and which, because it may result in a dispute, needs formal attention from management. (2)
- 4.7 Conflict represents either internal or external pressures to which the individual is required to adjust therefore conflict causes the individual to experience stress. An individual's response in the stressful situation be negative it could intensify conflict being experienced (3)
- 4.8 Distress (1)
- 4.9 Personal living conditions
Working environment
Economic, political, social stressors
Personality of an individual (4)
- 4.10
- * Take constructive action to solve the problem.
 - * Attack the cause, not merely the symptom.
 - * Broaden your scope.
 - * Compromise.
 - * Practice diplomatic confrontation.
 - * Admit when you/ one are mistaken/Admit your faults/mistakes.
 - * Practice empathy
 - * Try to bring some humour into the situation.
 - * Practice restraint.
- (9)
[30]

QUESTION 5

5.1 5.1.1 **B**

5.1.2 **C**

5.1.3 **A**

5.1.4 **D**

(4 x 1) (4)

5.2 FIVE phases of an Interview:

- Planning
- Establishing rapport
- Questioning
- Conclusion
- Review or evaluating the interview

(5)

[9]

TOTAL: 100