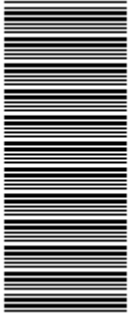


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# higher education & training

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

**N200(E)(J13)H  
JUNE EXAMINATION**

**NATIONAL CERTIFICATE**

**COMMUNICATION N6  
(Second Paper)**

(5140406)

**13 June 2014 (Y-Paper)  
13:00–15:00**

**CLOSE-BOOK EXAMINATION**

**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

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**INSTRUCTIONS AND INFORMATION**

1. Answer ALL the questions.
  2. Read ALL the questions carefully.
  3. Read the article in the attached ADDENDUM, carefully.
  4. Remember to quote from the article (attached ADDENDUM) to support the answer(s) you give.
  5. Number the answers according to the numbering system used in this question paper.
  6. Leave a LINE between the answers.
  7. Begin each question on a NEW page.
  8. Write neatly and legibly.
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**SECTION A****QUESTION 1**

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

- 1.1.1 ... involves the need to utilize one's talent, abilities and potential.
- 1.1.2 A ... statement includes an expression of philosophy and a principle.
- 1.1.3 ... decisions are those that lead to highly favourable results.
- 1.1.4 ... conflict involves a mild of level of conflict which can be constructive in nature.
- 1.1.5 ... involves asking a third party or an outsider to assist two conflicting sides to reach an agreement.
- 1.1.6 The ... stage of stress can be triggered by a multitude of incidents.
- 1.1.7 A ... is any factor or condition which causes stress.
- 1.1.8 ... personality is sometimes overweight due to slow metabolism and an easy-going lifestyle.
- 1.1.9 In the ... phase, the interviewer has to indicate that the interview is over.
- 1.1.10 The ... interview is brief and could be restricted to a one-minute slot.

(10 x 2) (20)

1.2 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write 'true' or 'false' next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

- 1.2.1 A goal activity is an activity aimed at satisfying a need.
- 1.2.2 Hygienic factors correspond with Maslow's lower-level needs that relate to the context of the job.
- 1.2.3 Conflict situations often serve to expose problems which can then be addressed.
- 1.2.4 Poor physical working conditions can be either quantitative or qualitative.
- 1.2.5 After the interview, pay attention to the non-verbal clues given by the interviewer.

(5 x 2) (10)

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

- 1.3.1 (Physiological/Esteem) need relates to the individual's need to evaluate him/ herself position.
- 1.3.2 (Problem-solving/Decision-making) involves procedures which include identifying matters needing to be improved or changed.
- 1.3.3 (Subordination/Compromise) is a technique that involves partly satisfying the requirements of each of the parties concerned.
- 1.3.4 (Frustration/Pressures) force(s) one to speed up or intensify effort, or to change the direction of goal-oriented behaviour.
- 1.3.5 During the (questioning/establishing rapport) phase the applicant is greeted, offered a chair and subtly encouraged to relax.

(5 x 1)

(5)

**[35]**

## QUESTION 2

Read the article headlined 'Mokanyane booted out of PSL' (attached ADDENDUM) and answer the questions that follow.

- 2.1 'Mokanyane booted out of PSL.' Is this a positive or negative statement? (1)
- 2.2 Which of Maslow's hierarchy of needs is threatened by the headline in the article and/or the statement? (1)
- 2.3 Motivate your answer to QUESTION 2.2. (1)
- 2.4 Name the THREE factors which can influence motivation in the workplace. (3)
- 2.5 Motives prompt an individual to some action. Identify the type of motive that would support each of the following statements:
- 2.5.1 'Cambridge Mokanyane was forced to resign with immediate effect'.
- 2.5.2 'Head of Legal, Advocate Mokitimi-Makhafola has been put on suspension'.
- 2.5.3 'The PSL uses Tsogo Sun for accommodation for club owners and for various Special General Meetings'.
- 2.5.4 Mokanyane was the acting CEO.

(4 x 1)

(4)

- 2.6 De Villiers has to supervise the work of junior staff members. How should he motivate his staff? (2)
- 2.7 Advise Mokanyane on TWO advantages, for the employee, when he/she is given an opportunity to discuss the problem facing him/her. (2)
- [14]**

### QUESTION 3

- 3.1 In the circumstances described in the article, what problem is the PSL facing? (1)
- 3.2 What action was taken by the PSL against the two employees? (1)
- 3.3 Who took such action against the two employees? (1)
- 3.4 State THREE aspects that the PSL has to consider before implementing their decision. (3)
- 3.5 Define the term *problem*. (1)
- 3.6 What are the THREE advantages of putting a problem down in writing? (3)
- 3.7 Name any TWO steps that are involved in investigating a problem. (2)
- [12]**

### QUESTION 4

- 4.1 Define the term *conflict*. (2)
- 4.2 What type of conflict is being experienced at the PSL? (1)
- 4.3 Motivate your answer to QUESTION 4.2. (2)
- 4.4 State FOUR positive aspects or advantages of a conflict. (4)
- 4.5 Name TWO formal mechanisms employed to solve organisational conflict. (2)
- 4.6 Define *grievance procedure*. (2)
- 4.7 Briefly explain the relationship between 'conflict' and 'stress'. (3)
- 4.8 What type of stress is usually experienced by employees? (1)
- 4.9 Give the factors that cause individual to experience stress. (4)
- 4.10 List NINE guidelines for coping with interpersonal conflict and stress in the working environment. (9)
- [30]**

**QUESTION 5**

- 5.1 Choose an item or phrase from COLUMN B to match a question/description in COLUMN A. Write only the letter (**A–F**) next to question number (5.1.1–5.1.4) in the ANSWER BOOK.

<b>COLUMN A</b>		<b>COLUMN B</b>
5.1.1	Do you like sports?	A leading question
5.1.2	If you were to win the lottery (Lotto prize of R5 million), how would you spend it?	B vague question C hypothetical question
5.1.3	I think the PSL should employ women in senior management position. Don't you also?	D open-ended question E closed question
5.1.4	Why did you study sports management?	F rhetorical question

(4 x 1)

(4)

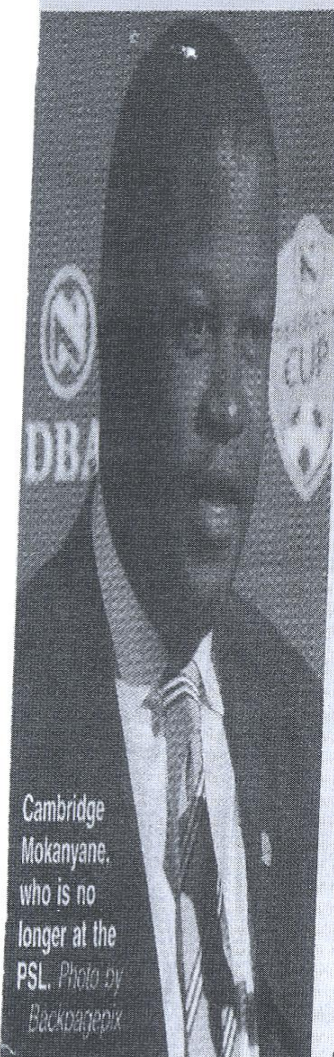
- 5.2 Name the FIVE important phases of an interview.

(5)

**[9]****TOTAL: 100**



## ADDENDUM



# Mokanyane booted out of PSL!

**By KCOMOTSO MOKOENA**

THE Premier Soccer League's Chief Operations Officer (COO) Cambridge Mokanyane was forced to resign with immediate effect this past week.

Head of Legal, Advocate Mokitimi-Makhafola (better known as Ntsietso Mofokeng) has been put on suspension.

It started last week when the two senior staffers were suspended.

They were suspended by the PSL Executive Committee (Exco) last Thursday.

It's alleged that the duo drafted and arranged some sort of a sponsorship with Tsogo Sun that was not communicated with the league and Exco.

"They committed and entered into a contract with Tsogo Sun unbeknown to

the league and the executive committee," said an anonymous insider from the PSL.

The PSL uses Tsogo Sun for accommodation for club owners and for various Special General Meetings (SGM). As part of the agreement, club owners and PSL staff members use Garden Court hotels for their stays around the country.

Mokanyane was acting CEO until Brand de Villiers was appointed in June. He joined the PSL in 2011 after a successful stint with cellphone giants MTN.

De Villiers however, started his tenure in July.

"The PSL initiated a process to investigate delegation of authority issues that arose from the performance

of their duties. The PSL, as an employer, recognise the rights of both Mokanyane and advocate Mokitimi-Makhafola as employees," reads a statement from the league.

"Since this matter falls under the employer-employee ambit, and has no bearing on the processes that ensure that the league activities are not compromised, the PSL will not elaborate on the details of the investigations.

"To ensure a continued delivery of the league's activities, stand-in arrangement have been made for the performance of their duties. The details of these 'stand-in' arrangements will be tabled at the Board of Governors meeting on 17 October," the statement said further.

The league has said that they will not comment further regarding this matter.

Cambridge Mokanyane, who is no longer at the PSL. Photo by Backpagepix

SOURCE: SOWETAN 7 OCTOBER 2013