



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N160(E)(M31)H

NATIONAL CERTIFICATE

COMMUNICATION N4 (Second Paper)

(5140344)

31 May 2019 (X-Paper)
09:00–12:00

CLOSED-BOOK EXAMINATION

TWO dictionaries (bilingual and/or explanatory) may be used.
NO electronic dictionaries may be used.

This question paper consists of 7 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
COMMUNICATION N4
(Second Paper)
TIME: 3 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 question on a NEW page.
 5. Write neatly and legibly.
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SECTION A: BASIC COMMUNICATION PRINCIPLES

QUESTION 1

- 1.1 Communication occurs everywhere and all the time. No organisation can function properly without a good system of communication. Employees must be able to communicate effectively for their organisation to benefit fruitfully.

Give FIVE reasons why effective communication in the business world is important.

(5)

- 1.2 Give ONE nonverbal code that plays an important role in each of the following settings by choosing a nonverbal code from the list below. Write only the nonverbal code next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

proxemics; paralinguistic; kinesics; acoustic semiology;
interpersonal communication; phatic communication;
communication barrier; personal zone; feedback; perceptual barriers;
personality; tacesics; intrapersonal communication; reasoning;
gatekeeping

- 1.2.1 Integrated organisation of an individual's psychological, social, moral and physical qualities as expressed in interaction with the environment and particularly with other people
- 1.2.2 Communication of messages by means of bodily movement, for example a nod, facial expressions, all sorts of gestures, posture and so forth
- 1.2.3 Indicates the way in which people use distance or space to communicate ideas
- 1.2.4 Involves reading messages from certain words or auditive signals other than language which includes pitch, tempo and rhythm, intensity and accent
- 1.2.5 Use of words to convey feeling rather than meaning
- 1.2.6 Reaction of the receiver of the message
- 1.2.7 Deliberate creation of communication barriers due to fear of known or unknown consequences
- 1.2.8 Communication by means of touch
- 1.2.9 Logical process of thinking
- 1.2.10 Differences in background, qualifications, experience and religion which could result in misunderstanding

(10 × 1) (10)

- 1.3 Draw a model of the communication process and name the elements in the model.  (10)
- 1.4 Identify each of the following communication categories:
- 1.4.1 You and your friends are discussing the outcome of this exam.
- 1.4.2 Your father is reading the sport section in the newspaper.
- 1.4.3 You think that a movie with friends would be perfect once you finish your exams.
- 1.4.4 The part-time Communication group meets the full-time Communication group to watch a video on interviews.
- 1.4.5 You tell your pet goldfish everything about your exam once you get home.  (5 × 1) (5)
- 1.5 A good listener should always be actively involved in the communication process.
- Explain how to listen:
- 1.5.1 Attentively (3)
- 1.5.2 Appreciatively (4)
-  1.5.3 Critically (3)
- [40]**
- TOTAL SECTION A: 40**

SECTION B: INTERPERSONAL RELATIONSHIPS AND SOCIAL INTERACTION**QUESTION 2**

- 2.1 List FIVE dimensions of self-image. (5)
- 2.2 Name FOUR characteristics of a good self-image. (4)
- 2.3 A.H. Maslow developed a theory according to which he proposed five levels of needs which every person seeks to satisfy.
- Give practical examples to indicate how an employer could satisfy employees' needs on each of the following levels:
- 2.3.1 Social needs
- 2.3.2 Esteem needs (2 × 2) (4)
- 2.4 Define each of the following terms:
- 2.4.1 Ethnocentricity
- 2.4.2 Stereotyping (2 × 2) (4)
- 2.5 Give TWO examples of physical barriers that can hinder the communication process in an office when a secretary is talking to a client on the telephone. (2)
- 2.6 Explain how to overcome intercultural barriers in the workplace. (2)
- 2.7 List FIVE practical ways to improve imbalances in self-image. (5)
- 2.8 Name and briefly explain TWO types of perceptual barriers. (2 × 2) (4)
- [30]**

TOTAL SECTION B: 30

SECTION C: ORGANISATIONAL COMMUNICATION**QUESTION 3**

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (3.1–3.5) in the ANSWER BOOK.

- 3.1 All staff members are authorities in the decision-making process.
- 3.2 Communication that crosses communication channels/cross-pollinate is known as diagonal communication.
- 3.3 There are three types of flow in communication, namely diagonal, lateral and vertical.
- 3.4 One of the disadvantages of the line and staff organisation is that seniors might resent employees if they show a higher level of competency.
- 3.5 Ma'am is a professional title.

(5 × 1)

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

- 4.1 An interviewer knows that the success of an interview depends to a large extent on him/her. He/She should be conversant with his/her role in the interview process.

List and briefly explain the FOUR roles of an interviewer before, during and after the interview.

(4 × 2)

(8)

- 4.2 Select from the following options the most suitable answer to each of the following scenarios. Write only the letter (A–D) next to the question number (4.2.1–4.2.3) in the ANSWER BOOK.

- A Psychological barrier
- B Physical barrier
- C Semantic barrier
- D Perceptual barrier

4.2.1 Differences in backgrounds, qualifications and experience which result in misunderstanding during the interview process

4.2.2 Lack of eye contact and a stuttering voice during the interview

4.2.3 Excessively bright light in the interview room

(3 × 1)

(3)

4.3 Name each of the following types of questions:

4.3.1 When can I expect to hear whether my application has been successful?

4.3.2 What did you learn from your part-time job experience?

4.3.3 If you are given the opportunity to do a presentation on flexitime to the manager, which aspects would you include?

4.3.4 You are a member of a union. Don't you think the way the manager handled the staff retrenchment issue was extremely bad?

4.3.5 Do you think you have gained enough experience to be promoted to a senior position?

(5 × 1) (5)

4.4 Define each of the following concepts:

4.4.1 Assertiveness

4.4.2 Aggressiveness

(2 × 2) (4)

[20]

TOTAL SECTION D: 20

SECTION E: MEETING TERMINOLOGY

QUESTION 5

Give ONE term for each of the following descriptions. Write only the answer next to the question number (5.1–5.5) in the ANSWER BOOK.

5.1 Declaration that a meeting is closed before all topics on the agenda have been covered with the intention of resuming discussion within a short period of time

5.2 System used to indicate a choice by voting in secret or voting anonymously

5.3 Starting a meeting according to the stipulations of the constitution

5.4 Authority acquired by virtue of one's position

5.5 Similar incident in the past used as a basis for future decisions

(5 × 1) [5]

TOTAL SECTION E: 5
GRAND TOTAL: 100