higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

MEDICAL PRACTICE N4
(Second Paper)

8 JUNE 2018

This marking guideline consists of 7 pages.

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QUESTION 1

1.1 1.1.1 The basic activity to satisfy a need

1.1.2 The reason why you become active

1.1.3 Something that is not static but changes through live, e.g. a dynamic personality

1.1.4 Universal behaviour found in all animals to do things without being taught to do so

1.1.5 Where one has freedom of speech, religion, movement. etc.

(5 × 2) (10)

1.2 1.2.1 True
1.2.2 True
1.2.3 False
1.2.4 True
1.2.5 False
1.2.6 False
1.2.7 True
1.2.8 True
1.2.9 True
1.2.10 False

(10 × 2) (20)

1.3 1.3.1 Transference
1.3.2 Regression
1.3.3 Projection

(3 × 3) (9)

1.4 Sarcasm (1)

[40]

SECTION B

QUESTION 2

2.1 2.1.1 To divide motivation of human behaviour into physiological and psychological incentives is not really correct because it is often difficult to distinguish whether the motive is physiological or psychological. Some people for example eat a lot to satisfy their need for love. Other people eat crayfish or olives because there is a certain status attached to it. Motivation of behaviour is seldom purely physiological or psychological.

Man is a being with emotions and his conduct is often determined by his heart or feelings. He is searching security, love and acknowledgement which serves as motivation for deeds of sacrifice and often testify of much perseverance. Thus, man is an emotional being, as mentioned.

Behaviour is usually caused by feelings. Feelings can completely override one's rational thinking. Because man is a rational thinker, he can be held responsible, in his normal condition, for his deeds. In court cases there is usually a search for reasons or motives before a finding is given.

Man is born with specific tendencies. It is the task of the educator to develop and strengthen good tendencies, which can motivate good behaviour. Educational punishment should not be regarded as revenge, but as a way to change attitudes from which behaviour results. (10)

2.1.2 Man is a social being, likes company and likes to be with people of his own kind. He also has an urge to be accepted by the group and is unhappy when he is rejected. Man will do many things to be accepted by the group. His actions are intensely motivated by what the group expects of him. To be accepted by the group you must not differ too much from the group. You must act and think like the group, be prepared to accept their line of action and subject yourself to their directions.

Imitation plays a key role in social motivation. New cars and furniture are sometimes bought just because the neighbours have it or to be accepted by others. This urge to imitate is very strong. Unfortunately, it is easier to imitate the bad than the good.

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Social impulses have to do with the interaction among people, in other words in human relations. Social behaviour is normally determined by what the individual or society regards as good or bad. Ethical behaviour is nothing more than behaviour which is accepted by society as such. By going against these moral precepts, the person is in danger of being punished or even of being banned from society.

Social behaviour is influenced by the morals and habits of the specific race or nation. Cultures can also lead to different behaviour patterns.

The medical secretary works with people from different racial groups and these factors must be kept in mind by her in the handling of people. (10)
[20]

QUESTION 3

3.1 Self-actualisation means to achieve what one is capable of, e.g. as an athlete, artist, academic, etc. Maslow associates the following characteristics with self-actualisation.

Self-actualised people lead more active lives. They tend to have many interests, have a part in life and experience less fears and anxieties. They are confident, relaxed and generally very healthy. They make full use of their talents and potential.

Self-acceptance is a very important characteristic of these people – which means that they have a positive and realistic self-image. They accept their mistakes and weaknesses, but they are also aware of their capabilities. (15)

3.2 Forces that motivate us to take action, like needs and urges. To satisfy these and reduce stress, we must go into action. There is a reason for everything that we do. (5)
[20]

QUESTION 4

4.1 Each period of life (e.g. puberty, marriage, etc.) causes tension which the individual must try to cope with. Certain types of tension influence people of all age groups, e.g. extremes in temperature, humidity, physical pain, hunger, thirst.

Sometimes tension is caused by something in the environment, the origin of which is totally unknown to the individual. Noise is an example of this type of tension. Aeroplanes, traffic, drills in the street, pop music, etc. have a damaging effect on man – physically as well as psycho-logically.

Psychological tension is even more important. The rush of modern life often leads to depression. Some people tend to be depressed on birthdays, weddings and even during a change of seasons. It causes thoughts of increasing age, lost happiness, loss of beauty, etc.

There are also specific factors which cause tension, e.g. masses of people in the same block of flats or in densely populated areas. Problems such as unemployment, subeconomic housing, lack of recreational facilities, as well as social evils such as drug dependence and crime may increase tension. The polluted air in metropolitan areas is damaging to people's health. Subeconomic housing often leads to low self-esteem which leads to conflict or frustration. When tension is so high and prolonged that the individual is unable to cope with it any longer, certain changes in the personality (even disintegration) might occur. (10)

4.2 4.2.1 By means of dedication and effort, the person tries to make amends for real or unreal shortcomings. This can be done directly or indirectly.

DIRECT COMPENSATION
The person will try to achieve success by means of dedication, exercise, etc. in areas where he is normally weak.
Students must supply their own example.

INDIRECT COMPENSATION
The person tries to achieve success in a different area in which he/she is not as poorly talented. (5)

4.2.2 Sometimes the motives behind a person's behaviour are not very flattering. This might lead to anxiety. Therefore, he might try to give an acceptable explanation for it instead of the real reason. By doing so, he deceives himself. This is known as rationalisation. It sometimes happens that the person believes himself even though his excuse might sound very unconvincing to outsiders. The most common examples of rationalisation are when people try to find excuses for their own failures or shortcomings. (5)
[20]

QUESTION 5

5.1 This means to trust others and to be trusted by others. One of the basic principles in the handling of people is the ability to establish trust. It depends upon knowledge, experience, efficiency and enthusiasm.

It is based upon self-confidence, emotional maturity and good mental health.

It presupposes the ability to lead others. It implies healthy human relations.

To have trust in a person means to be willing to follow that person or to accept his leadership. It is not about being forced to follow.

Trust which has been established over a span of years may be destroyed by one single unthinking deed or word and is difficult to re-establish.

To win someone's trust, you must not promise what you cannot deliver, and people must always be able to count on you. Trust is established by words as well as examples. Believe in people and they will also believe in you.

Bombastic, self-sufficient people who are sure of themselves, especially those looking for their own honour, seldom succeed in gaining trust.

Without faith it is impossible to create trust. The child must have faith and trust in his parents and teachers. The patient must trust his doctor. The apprentice nurse must trust the sister as well as the matron. Everybody must have faith in and trust God.

Those who are in positions of responsibility must learn to delegate. He who wants to do everything himself easily creates the impression that he regards his subordinates as inefficient. This shocks their trust and is not beneficial to good work. (10)

5.2 One of the most precious characteristics which a person can possess is the ability to see the good and the beautiful in other people. He who has the gift to be appreciative in his encounters with others, is never lonely. Everybody has the need for appreciation and acknowledgement. The tragedy is that we, as people, are often quick to find fault and slow to find the good in others.

We still have to learn that there is only one way to evoke the best in others and to obtain their co-operation and that is by encouragement and honest and sincere appreciation.

Every person would like to be important; all of us search for acknowledgement for what we do; everybody enjoys being praised. People work harder and better when they are praised than when they are criticised.

If we feel the need to criticise someone, and sometimes it is necessary, then we are morally obliged to find something else to be able to praise the person to restore his balance.

One should however distinguish between flattery and appreciation; the latter should be genuine, sincere and be meant honestly.

Flattery is usually not genuine. Sometimes it is just a matter of a multitude of words which hides real feelings. Nobody likes to be flattered, but everybody appreciates honest and sincerely meant words of encouragement. (10)
[20]

TOTAL SECTION B: 60
GRAND TOTAL: 100

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