higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

MEDICAL PRACTICE N4
(SECOND PAPER)

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This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1 1.1.1 To see yourself as you are and live accordingly

1.1.2 Serious disagreement or argument

1.1.3 The stage when sexual maturity takes place and reproduction organs become functional

1.1.4 An illness that lasts over a long period and is difficult to heal

1.1.5 The aim and driving forces in a person to make a success

(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 Compensation
1.3.2 Rationalisation
1.3.3 Fantasy

(3 × 3) (9)

1.4 Sarcasm (1)

[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

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. For example, some people 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 an emotional being 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.

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.

Man is also a social being, likes company and likes to be with people of his own kind. He has an urge to be accepted by the group and is unhappy when he is rejected by the group. 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.

Social impulses have to do with the interaction among people, thus 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 she must keep these factors in mind when dealing with people. **[20]**

QUESTION 3

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

- More efficient observation of reality
- An increase in the integration of the personality
- An increase in spontaneity
- An increase in objectivity
- A more democratic structure of character
- An increased ability to love other people

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 These are the forces that drives us into action, to make things happen. (5)
[20]

QUESTION 4

4.1 Defence mechanisms form a large part of the pathology of neurotic behaviour. Everybody makes use of these emotional shock-absorbers to protect oneself against anxiety which might lead to neurosis. For the psychotic personality defence mechanisms have lost their value. Instead of distorting reality, he is forced to deny it completely. As a result, he creates a world for himself. (**NOTE:** Defence mechanisms are also known as adjustment mechanisms.) (5)

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 tries to achieve success by means of dedication, exercise, etc. in areas where he is normally weak. Own example.

INDIRECT COMPENSATION
The person tries to achieve success in a different area in which he is not as poorly talented. Own example.

The advantage of compensation is that it relieves the anxiety which stems from feelings of inferiority and can take on pathological proportions in its exaggerated form.

Example: The bravado with which juvenile delinquents commit crimes can be ascribed to over-compensation for feelings of inferiority.

4.2.2 Projection implies the tendency to ascribe unacceptable motives which are an inherent part of the self to other people. The goal might be to protect the self-image against self-criticism. Adam blamed Eve, who, in turn, blamed the snake. The unfaithful husband often blames his wife of unfaithfulness.

Most cases of crimen injuria prove to be nothing but a form of projection of distorted sexual desires. The latter often lend themselves to projection.

An element of projection is involved in all forms of human perception. It is doubtful whether the human being will ever be able to see reality as it really is. His needs, attitudes, prejudices and feelings of anxiety cause him to see the world as he wants it to be, and not the way it is.

4.2.3 To conceal his own feelings of inferiority, uncertainty and clumsiness, a person may adopt characteristics of other people who he might consider important or successful. He may also identify so much with an organisation, movement or club that he considers himself part of the prestige or success associated with it.

(3 × 5) (15)
[20]

QUESTION 5

5.1 In successful human relations it is assumed that one knows how to work with people. This ability can be acquired.

If you have developed the ability to handle people, you don't need anything else. If you have not developed that ability, it doesn't matter much what else you have.

If one wants to develop healthy human relations one must first study oneself. One must discover one's own potential and develop it completely. One must also know one's own limitations and acknowledge them. One must try to change the things one can, and accept what one cannot change – and have the wisdom to know the difference.

Some people never really succeed in discovering their own potential and never reach the level which they could achieve. Feelings of frustration and a minority complex hinder and spoil the healthy development of the personality. One should maximise on one's strengths and talents. One can usually achieve much more than one realises.

Knowledge of oneself also means knowledge of one's motives, tensions and adaptation reactions.

Make a study of your own personality. If your human relations are not successful, try to find out what the reason is. Often the cause lies within yourself.

Self-knowledge not only implies objective knowledge. This presupposed knowledge will help you change and improve. To do this, you must be honest with yourself. Use every opportunity to discover yourself. Be more critical of yourself than of others. (10)

5.2 The cheerful, friendly, courteous and dignified person always makes friends. Study yourself in the mirror and see the face people have to look at daily.

What is important is not superficial beauty but inward beauty that is often visible on a less attractive face.

A positive personality is like a magnet; it attracts people. It does not matter what you say, but how you say it. It depends even more on who you really are.

Emerson said: 'What you are speaks so loud I cannot hear what you say.'

He who wants to lead others and develop a strong personality must be polite and friendly.

To conduct yourself in a positive way means to take the lead. It does not mean you have to be haughty, too self-assured, bombastic or domineering. Positive conduct is not based upon negative attitudes towards others. It means to discover the beautiful things in others and to apply it to the good of all.

To be positive also means to be dignified; not to lose your temper; not to do things or say things about which you will be sorry later. 'Put your mind in gear, before you put your mouth in motion.' This means to always keep a check on your emotions. Self-control creates dignity and inspires trust.

Positive conduct means to know what you want to have, to possess the ability to achieve ideals, and to inspire others to help you achieve your goals – but then they must not be selfish goals. (10)
[20]

TOTAL SECTION B: 60
GRAND TOTAL: 100

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