higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

COMMUNICATION N4

(Second paper)

(51430344)

31 May 2021 (X-paper)
09:00–11:00

CLOSED-BOOK EXAMINATION

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

This question paper consists of 8 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
COMMUNICATION N4
TIME: 2 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 section on a new page.
5. Use only a black or blue pen.
6. Write neatly and legibly.

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SECTION A: BASIC COMMUNICATION PRINCIPLES

QUESTION 1

1.1 List and briefly explain the six different elements of the communication process. (12)

1.2 Identify the main factor that will influence communication in each of the following scenarios:

1.2.1 Mashigo cannot understand why her boss is so difficult. In her culture, a funeral takes many days. Her grandmother has recently passed away and her family is expecting her to come home. She needs to put in leave for at least four days and yet her boss is granting her only one day's leave.

1.2.2 Musa does not understand why his new colleague is so quiet and reserved, and decides that she must be a snob.

1.2.3 Leroy cannot wait for the weekend to pass because he simply loves his job. His is always upbeat and positive.

1.2.4 Kate hates fetching her children from their dancing lessons every Friday afternoon. The traffic is bad, dinner is always an issue, and she never feels appreciated.

(4 × 1) (4)

1.3 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 … communication refers to communication that takes place between two or more individuals.

A Intrapersonal
B Interpersonal
C Extrapersonal
D A and C

1.3.2 … refers to the communication of messages by means of body movements.

A Proxemics
B Kinesics
C Tacesics
D None of the above

1.3.3 A distance of 2 m is maintained during communication in the … zone.

A public
B intimate
C personal
D social

1.3.4 The lecturer spoke so quickly during her presentation that many of the students left the class confused. This is caused by her …

A pitch
B tempo and rhythm 
C accent
D intensity

1.3.5 Telephone conversations are examples of …

A indirect verbal communication
B direct verbal communication
C indirect written communication 
D direct written communication

(5 × 1) (5)

1.4 Give a clear definition of each of the following concepts:

1.4.1 Visual semiology

1.4.2 Acoustic semiology

1.4.3 Filler sounds

1.4.4 Tacesics 

1.4.5 Phatic communication

(5 × 2) (10)

1.5 List THREE types of listening and briefly discuss each. (9)
[40]

TOTAL SECTION A: 40

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SECTION B: INTERPERSONAL RELATIONSHIPS AND SOCIAL INTERACTION

QUESTION 2

2.1 It is important to be able to identify characteristics of a good or weak self-image. Specific behaviour is associated with the different characteristics.

Indicate whether the following behaviours are NEGATIVE or POSITIVE by writing only 'Positive' or 'Negative' next to the question number (2.1.1-2.1.5) in the ANSWER BOOK.

2.1.1 Autocratic

2.1.2 Biased

2.1.3 Moderate

2.1.4 Contented

2.1.5 Opinionated

(5 × 1) (5)

2.2 In 1943, the psychologist Abraham Harold Maslow (1908-1970) described how he saw the different levels of people's needs. Sketch Maslow's interpretation of these needs. (10)

2.3 Define self-image. (2)

2.4 What are the THREE elements of self-image? (3)

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2.5 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–L) next to the question number (2.5.1–2.5.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.5.1	Perceptual barrier	A	sender and receiver attach different meanings to a certain word, language itself becoming a barrier
2.5.2	Physiological barrier	B	people with whom you have direct contact; close relationships which are personal
2.5.3	Semantic barrier	C	making up your mind about someone or something without proper knowledge
2.5.4	Secondary reference group	D	the sender and receiver have differing levels of knowledge and intelligence
2.5.5	Ethnocentricity	E	sender or receiver's state of health prevents the message from being received clearly
2.5.6	Gatekeeping	F	different people have different interests and hobbies
2.5.7	Prejudice	G	when people differ in their perceptions based on different values, attitudes and backgrounds
2.5.8	Primary reference group	H	people with whom you have indirect contact
2.5.9	Physical barrier	I	deliberate creation of communication barriers
2.5.10	Education barrier	J	interference, such as noisy traffic, which prevents the message from being understood
		K	person from a certain group, nation or culture regards himself/herself as superior to others
		L	men and women differ in the way they approach specific situations

(10 × 1) (10)
[30]

TOTAL SECTION B: 30

SECTION C: ORGANISATIONAL COMMUNICATION

QUESTION 3

Mr Ramonake is the managing director of CJ Systems. Three managers report to him: one each in charge of sales, marketing and media relations respectively. Supervisors directly responsible for staff members in each department report to the managers.

Draw an organogram to illustrate the line organisation of CJ Systems. (10 × ½) **[5]**

TOTAL SECTION C: 5

SECTION D: INTERVIEWS

QUESTION 4

4.1 Identify the type of question asked by the interviewer in each of the following examples:

4.1.1 Why do you think working for this company will help you realise your potential?

4.1.2 You say you enjoy working with people. Could you please explain why you say so?

4.1.3 If we were to offer you an unlimited budget, how would you improve our marketing strategies?

4.1.4 This is a business with a very conservative way of doing things. Do you think it is time to change?

4.1.5 When could you start work?

4.1.6 Do you have a car of your own?

(6 × 1) (6)

4.2 What is the definition of a disciplinary interview? (4)

4.3 Understanding the difference between *assertive* and *aggressive* behaviour in any interview situation is very important.

4.3.1 Explain the difference between *assertiveness* and *aggressiveness*. (4)

4.3.2 Is the following statement assertive or aggressive:
'How was I supposed to know what is written in your stupid policy?' (1)

4.3.3 Is the following statement assertive or aggressive:
'I truly regret what happened. My sincere apologies.' (1)

4.3.4 Is the following statement assertive or aggressive:
'You are always victimising me.' (1)

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4.4 If you are the interviewee, list THREE things you could do after a job interview to ensure that the interviewer sees you in a positive light and to ensure that you make the right choice should you be offered a job. (3)

[20]

TOTAL SECTION D: 20

SECTION E: MEETING TERMINOLOGY

QUESTION 5

Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–H) next to the question number (5.1–5.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
5.1	Motion	A	committee that is formed for a specific purpose and then dissolved
5.2	Proposal	B	person who is not usually a member of the meeting, someone who is invited to contribute expertise and skills.
5.3	Closure	C	formal suggestion or proposal for something to be done; it can be accepted or rejected
5.4	Adjourn	D	minimum number of people who need to be present at a meeting to make the proceedings valid
5.5	Ad hoc committee	E	to end a meeting with the intention of resuming it later; if a meeting runs out of time
		F	point of discussion that is added to the agenda
		G	formal suggestion or proposal for something to be done
		H	meeting is declared officially closed and all items on the agenda have been discussed

(5 × 1) **[5]**

TOTAL SECTION E: 5
GRAND TOTAL: 100

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