JUNE 2013 EXAMINATION

DATE: 7 JUNE 2013

TIME: 14H00 – 16H00 TOTAL: 100 MARKS

DURATION: 2 HOURS PASS MARK: 40%

(DU-35)

FUNDAMENTALS

THIS EXAMINATION PAPER CONSISTS OF 4 SECTIONS:

SECTION A: CONSISTS OF 5 TRUE OR FALSE QUESTIONS
ANSWER ALL THE QUESTIONS (10 MARKS)

SECTION B: CONSISTS OF 4 SHORT QUESTIONS
ANSWER ALL THE QUESTIONS (20 MARKS)

SECTION C: CONSISTS OF 5 LONG ANSWER QUESTIONS
ANSWER ALL THE QUESTIONS (50 MARKS)

SECTION D: CONSISTS OF 2 INTERPRETATIVE QUESTIONS
ANSWER ONE OF THE QUESTIONS (20 MARKS)

INSTRUCTIONS:

1. Read the following instructions carefully before answering the paper, as failure to act upon them will result in a loss of marks.
2. Write your answers in your answer book, which is provided in the exam.
3. Ensure that your name and student number are clearly indicated on your answer book.
4. Write your answers in either blue or black ink in your answer book.
5. Read each question very carefully before you answer it and number your answers exactly as the questions are numbered.
6. Begin with the question for which you think you will get the best marks.
7. Note the mark allocations for each question – give enough facts to earn the marks allocated. Don't waste time by giving more information than required.
8. You are welcome to use diagrams to illustrate your answers.
9. Please write neatly – we cannot mark illegible handwriting.
10. Any student caught cheating will have his or her examination paper and notes confiscated. The College will take disciplinary measures to protect the integrity of these examinations.
11. If there is something wrong with or missing from your exam paper or your answer book, please inform your invigilator immediately. If you do not inform your invigilator about a problem, the College will not be able to rectify it afterwards, and your marks cannot be adjusted to allow for the problem.
12. This paper may be removed from the examination hall after the examination has taken place.
SECTION A (10 MARKS)

ANSWER ALL THE QUESTIONS

TRUE OR FALSE QUESTIONS

Indicate whether the following statements are True or False. Motivate all your answers.

1. A respondent is a person who completes or answers a questionnaire only in writing.

2. Quantitative data is collected data that measures attributes such as colour, rank, sex, etc.

3. A stereotype is a fixed, distorted generalisation about members of another group.

4. A code is a coherent set of symbols and rules that you use to structure a message.

5. Written communication consists of the words and numbers on paper or any other medium you can read from. [5 × 2 = 10]
SECTION B: SHORT QUESTIONS  
(20 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Without the operating system, the computer cannot be activated. It is the basic element of all software.

List any five functions of the computer's operating system.  

[5]

QUESTION 2
Once you have finished working on a Windows system, you should follow the correct procedures to shut it down. Never simply switch the computer off, as you may cause damage.

Describe the steps that should be followed when shutting down a computer.  

[4]

QUESTION 3
Give the four ways of saving a document.  

[4]

QUESTION 4
If some of your text is in point form, it will be much easier to follow if you number or bullet the points. You can use a wide variety of shapes or symbols as bullets, and use various numbering systems.

Identify the steps to follow in the number or bullet function.  

[7]

[20]
SECTION C: LONG ANSWER QUESTIONS (50 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Jacobson illustrates communication as a two-way process. The *sender* is one of the components of Jacobson’s model.

List the eight other components that make up Jacobson’s model. [8]

QUESTION 2
You should be aware of barriers that can hinder the effective flow of communication so that you can enhance effective communication.

 Mention any ten barriers to effective communication. [10]

QUESTION 3
Give ten characteristics that a good interviewer should display. [10]

QUESTION 4
List the values entrenched in the South African Constitution. [12]

QUESTION 5
Describe the measures that organisations can adopt to resolve conflict in the work place. [10]

[50]
SECTION D: INTERPRETATIVE QUESTIONS (20 MARKS)

ANSWER ONE OF THE QUESTIONS

QUESTION 1

(a) Given the following discrete data of the number of chairs in each of 25 classrooms in a school, represent the data in the form of a frequency distribution:

8, 2, 4, 5, 6, 7, 3, 1, 6, 5, 4, 8, 7, 1, 5, 7, 4, 3, 5, 8, 1, 3, 4, 2 and 4

(b) The employees of a local manufacturing plant pledged the following donations, in rand, to the workers' fund:

10, 40, 25, 5, 20, 10, 25, 50, 30, 10, 5, 15, 25, 50, 10, 30, 5, 25, 45 and 15

Calculate:

i. the mean

ii. the mode

OR

QUESTION 2

Important non-verbal behaviours to take into consideration during an interview or when conducting an interrogation include the following:

• positive behaviour
• negative behaviour
• signs when touching the face
• general indicators

Identify and describe signs when touching the face as one of the non-verbal behaviours that need to be taken into consideration during an interview and when conducting an interrogation.

Section A: 10 marks
Section B: 20 marks
Section C: 50 marks
Section D: 20 marks
TOTAL: 100 MARKS