NOVEMBER 2013 EXAMINATION

DATE: 8 NOVEMBER 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 7 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.
TRUE OR FALSE QUESTIONS

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

1. Effective communication is characterised by meaningful feedback.
   True or False: False. A more accurate statement would be that effective communication includes both meaningful feedback and active listening.

2. Indirect feedback is the purposeful effort of putting verbal and non-verbal symbols together and sending them to the listener to create certain meaning, insight and understanding.
   True or False: True. Indirect feedback involves the integration of verbal and non-verbal cues to convey messages.

3. When someone listening to you wipes his or her nose with a hand, it might mean the person thinks that what you are saying 'stinks'.
   True or False: True. This gesture can indicate a lack of interest or disagreement.

4. The constitution is the highest law a country can have.
   True or False: True. The constitution typically holds precedence over other laws within a country.

5. Every citizen has the right to choose his or her trade, occupation or profession freely in terms of the Bill of Rights.
   True or False: True. This is a fundamental right protected by the Bill of Rights, depending on the country's constitutional framework.

[5 × 2 = 10]
SECTION B: SHORT QUESTIONS (20 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Name the different types of computers. [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.

What are the steps that one should follow in order to correctly shut down a computer? [4]

QUESTION 3
Word won't automatically number your pages.

Describe the process you would follow if you want page numbers to appear on your printed document. [7]

QUESTION 4
List the four ways of saving a document in Word. [4]

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

ANSWER ALL THE QUESTIONS

QUESTION 1
Describe the benefits of effective communication. [4]

QUESTION 2
Summarise the advantages of active listening. [8]

QUESTION 3
Valid feedback is one of the three types of feedback. Name and describe the other two types of feedback. [10]

QUESTION 4
Not every investigator is a good interviewer. Good interviewers display certain characteristics. List any eight of these characteristics. [8]

QUESTION 5
List the values that the South African Constitution is founded on. [10]

QUESTION 6
Identify six inborn human differences that contribute to diversity in the South African workplace. [6]

QUESTION 7
Stereotypes stem from the characteristics of different groups. Name the four characteristics that distinguish groups from one another. [4]
SECTION D: INTERPRETATIVE QUESTIONS

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

Discuss in detail the purposes and aims of the Skills Development Act. In your answer, also examine how the aims of the act would be achieved.

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