JUNE 2013 EXAMINATION

DATE: 13 JUNE 2013

TIME: 09H00 – 11H00 TOTAL: 100 MARKS

DURATION: 2 HOURS PASS MARK: 40%

(XL-86)

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.
TRUE OR FALSE QUESTIONS

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

1. Communication is the sending and receiving of meaningful messages.
2. Internal barriers to listening are distractions in the environment.
3. The fax message is probably the most popular form of speedy communication after email.
4. A network is a group of people with whom you can communicate on a variety of subjects.
5. In ethnocentricity, people assume that their own cultural values and beliefs are the only way of doing things. [5 × 2 = 10]
SECTION B: SHORT QUESTIONS (20 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Describe how you can improve your self-image. [6]

QUESTION 2
Explain your understanding of physical needs. [4]

QUESTION 3
Give the advantages of effective listening. [6]

QUESTION 4
Identify and briefly describe the two types of written communication. [4] [20]
SECTION C: LONG ANSWER QUESTIONS (50 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1

Describe the influence that cultural differences have on communication. [12]

QUESTION 2

Although often you cannot help becoming sick, there are a few basic things you can do that will prevent many illnesses, and make you feel and look better.

Describe the basic things you can do to prevent many illnesses and make you feel and look better. [8]

QUESTION 3

Discuss basic good manners as part of life skills and etiquette. [10]

QUESTION 4

Identify the aspects that should be kept in mind when attempting to set up a successful business meeting. [10]

QUESTION 5

List any five components of a CV and give five tips for compiling a winning CV. [10] [50]
SECTION D: INTERPRETATIVE QUESTIONS (20 MARKS)

ANSWER ONE OF THE QUESTIONS

QUESTION 1
Identify and discuss the phases that people go through when adapting to change. [20]

OR

QUESTION 2
Identify and discuss the aspects you need to keep in mind when trying to improve your listening skills. [20]

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