NOVEMBER 2013 EXAMINATION

DATE: 14 NOVEMBER 2013
TIME: 09H00 – 11H00 TOTAL: 100 MARKS
DURATION: 2 HOURS PASS MARK: 40%

(FX-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. In ethnocentricity people assume that their own cultural values and beliefs are the only way of doing things.

2. Indirect oral communication is used when communicating face to face with one or more persons during meetings, interviews, etc.

3. Oral presentations or public speaking occur when one person addresses an audience in a public setting.

4. The fax message is probably the most popular form of speedy communication after the e-mail.

5. Body language is also called nonverbal communication as it uses means other than words to communicate. [5 × 2 = 10]
SECTION B: SHORT QUESTIONS (20 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Briefly explain the situations where communication takes place.

QUESTION 2
What are the advantages of effective listening?

QUESTION 3
Describe your understanding of direct oral communication.

QUESTION 4
Explain the denial phase as one of the phases that people go through when confronted with change.
SECTION C: LONG ANSWER QUESTIONS (50 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Discuss the use of space as one of the types of nonverbal communication. [10]

QUESTION 2
Good communication is essential in the workplace.
Gaining support from subordinates is one of the ways of communicating well with your work colleagues.
List and describe the five other ways of communicating well with your work colleagues. [5 × 2 = 10]

QUESTION 3
(a) Describe the importance of staying healthy. (3)
(b) List the basic measures one can take to prevent many illnesses and make yourself feel and look better. (7) [10]

QUESTION 4
Describe the typical irritations that one can encounter when using the telephone. [8]

QUESTION 5
(a) List six components of a CV. (6)
(b) Outline six hints for compiling a winning CV. (6) [12]

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

ANSWER ONE OF THE QUESTIONS

QUESTION 1

Communication forms part of everything we do and is one of the most important vehicles to convey information to others.

Identify and elaborate on the six most significant aspects relating to the importance of communication. [20]

OR

QUESTION 2

Summarise the poor listening habits that one must try to avoid. [20]