JUNE 2012 EXAMINATION

DATE: 8 JUNE 2012
TIME: 14H00 – 16H00
DURATION: 2 HOURS
TOTAL: 100 MARKS
PASS MARK: 40%

(DU-35)

FUNDAMENTALS

THIS EXAMINATION PAPER CONSISTS OF 4 SECTIONS:

SECTION A: CONSISTS OF 10 MATCHING-STATEMENT QUESTIONS
ANSWER ALL THE QUESTIONS (10 MARKS)

SECTION B: CONSISTS OF 3 QUESTIONS
ANSWER ALL THE QUESTIONS (50 MARKS)

SECTION C: CONSISTS OF 2 QUESTIONS
ANSWER BOTH QUESTIONS (15 MARKS)

SECTION D: CONSISTS OF 2 QUESTIONS
ANSWER BOTH QUESTIONS (25 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.
MATCHING-STATEMENT QUESTIONS

Match the statements in Column B to the terms in Column A. Write down the answers only, for example 1. (a).

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. select one cell</td>
<td>(a) multiply</td>
</tr>
<tr>
<td>2. correction of errors</td>
<td>(b) =D5+A5</td>
</tr>
<tr>
<td>3. cancel selection</td>
<td>(c) position cursor in A1 and press CTRL+A</td>
</tr>
<tr>
<td>4. *</td>
<td>(d) position cursor in column A in required row and press SHIFT+CTRL+→</td>
</tr>
<tr>
<td>5. addition (using the + sign)</td>
<td>(e) position cursor at top of column required and press SHIFT+CTRL+↓</td>
</tr>
<tr>
<td>6. select entire worksheet</td>
<td>(f) =C10-B5</td>
</tr>
<tr>
<td>7. select one row</td>
<td>(g) use backspace</td>
</tr>
<tr>
<td>8. /</td>
<td>(h) press one of the arrow keys →←↑↓</td>
</tr>
<tr>
<td>9. select one column</td>
<td>(i) divide</td>
</tr>
<tr>
<td>10. subtraction (using the - sign)</td>
<td>(j) use arrow keys →←↑↓ to select a cell, key in data and press ENTER</td>
</tr>
</tbody>
</table>
SECTION B: SHORT QUESTIONS (50 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1

(a) List five characteristics of a good communicator. (5)
(b) Give the two essential components that every message has. (4)
(c) Discuss the use of official jargon during communication. (5)
(d) Name three types of potential barrier to communication. (3)

QUESTION 2

(a) Give three characteristics of a good interviewer. (3)
(b) List the five objectives of interrogative interviewing. (5)

QUESTION 3

(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 (10)

(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 (15)

ii. the mode (15)

[50]
SECTION C

ANSWER BOTH QUESTIONS

QUESTION 1
Name and explain the terms for the specific actions we can carry out with a mouse. [10]

QUESTION 2
Explain the procedure you would follow to delete a folder from My Documents. [5]
SECTION D

(25 MARKS)

ANSWER BOTH QUESTIONS

QUESTION 1

(a) Give the rights and responsibilities of the citizens of a country.  
(3)

(b) List seven of the values entrenched in the South African Constitution.  
(7)  [10]

QUESTION 2

(a) Explain an 'ethical dilemma'.  
(3)

(b) Name six inborn human differences that contribute to diversity in the South African workplace.  
(12)  [15]

[25]

Section A: 10 marks
Section B: 50 marks
Section C: 15 marks
Section D: 25 marks
TOTAL: 100 MARKS