JUNE 2012 EXAMINATION

DATE: 14 JUNE 2012

TIME: 09H00 – 11H00

TOTAL: 100 MARKS

DURATION: 2 HOURS

PASS MARK: 40%

(AK-00 / GJ-69 / XL-86)

FUNDAMENTALS

THIS EXAMINATION PAPER CONSISTS OF 4 SECTIONS:

SECTION A: CONSISTS OF:
(i) 5 TRUE OR FALSE QUESTIONS (10 MARKS)
(ii) 10 MATCHING-STATEMENT QUESTIONS (10 MARKS)

SECTION B: CONSISTS OF 5 QUESTIONS

SECTION C: CONSISTS OF 3 QUESTIONS

SECTION D: CONSISTS OF 2 QUESTIONS

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  

(20 MARKS)

ANSWER ALL THE QUESTIONS

(i)  TRUE OR FALSE QUESTIONS

Indicate whether the following statements are true or false. Motivate all your answers.

1. Intrapersonal communication takes place between two people face to face.

2. Ethnocentric people assume that their own cultural values and beliefs are the only way of doing things.

3. Psychologists say that within each one of us there are two different modes of being: the child and the parent.

4. The Earth is getting dirty because of all the cars and factories.

5. Fax messages are the most popular method of communication in the modern office. [5 × 2 = 10]

(ii)  MATCHING-STATEMENT QUESTIONS

Match the statements in Column B to the statements 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. advantage of effective listening</td>
<td>(a) spare thinking time</td>
</tr>
<tr>
<td>2. on-off listening</td>
<td>(b) first point of contact</td>
</tr>
<tr>
<td>3. deep voice</td>
<td>(c) form of conversation</td>
</tr>
<tr>
<td>4. power</td>
<td>(d) introduce new ideas</td>
</tr>
<tr>
<td>5. adult</td>
<td>(e) learning experience</td>
</tr>
<tr>
<td>6. telephone</td>
<td>(f) self confident, calm in control</td>
</tr>
<tr>
<td>7. reports</td>
<td>(g) the ability to get things done</td>
</tr>
<tr>
<td>8. e-mail</td>
<td>(h) saves time, money and energy</td>
</tr>
<tr>
<td>9. failure</td>
<td>(i) makes independent judgements</td>
</tr>
<tr>
<td>10. listening</td>
<td>(j) communication skill</td>
</tr>
</tbody>
</table>

[10]

[20]
QUESTION 1
Describe the settings or situations in which communication can take place. [5]

QUESTION 2
List Maslow's five levels of needs every person seeks to satisfy. [5]

QUESTION 3
Describe the advantages of a small group. [5]

QUESTION 4
List the advantages of a fax message. [5]

QUESTION 5
Very briefly explain the following terms:
(a) on-off listening (3)
(b) red flag listening (3)
(c) open ears / closed mind listening (3)
(d) interpersonal communication (1) [10]

[30]
SECTION C  (25 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Describe the different barriers to listening. [5]

QUESTION 2
Discuss your understanding of power. [5]

QUESTION 3
List and briefly describe the types of nonverbal communication. [15] [25]
SECTION D (25 MARKS)

ANSWER ONE OF THE QUESTIONS

QUESTION 1

(a) Write notes on how to improve your listening skills. (15)

(b) Write notes on the importance of staying healthy. (10) [25]

OR

QUESTION 2

Discuss how understanding the four stages in adapting to change will make your adaptation to change easier. [25]

Section A: 20 marks
Section B: 30 marks
Section C: 25 marks
Section D: 25 marks
TOTAL: 100 MARKS