NOVEMBER 2012 EXAMINATION

DATE: 9 NOVEMBER 2012

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 10 MATCHING-STATEMENT QUESTIONS
ANSWER ALL THE QUESTIONS (10 MARKS)

SECTION B: CONSISTS OF 2 QUESTIONS
ANSWER BOTH QUESTIONS (25 MARKS)

SECTION C: CONSISTS OF 2 QUESTIONS
ANSWER BOTH QUESTIONS (25 MARKS)

SECTION D: CONSISTS OF 4 QUESTIONS
ANSWER ALL THE QUESTIONS (40 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.

Examiner: A du Plessis
## SECTION A (10 MARKS)

**ANSWER ALL THE QUESTIONS**

### 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. CTRL + HOME</td>
<td>(a) a combination of these keys moves the cursor to the bottom of the screen</td>
</tr>
<tr>
<td>2. HOME</td>
<td>(b) this key moves the cursor to the end of the line</td>
</tr>
<tr>
<td>3. CTRL + PAGE DOWN</td>
<td>(c) this key moves the cursor one screen up</td>
</tr>
<tr>
<td>4. CTRL + G</td>
<td>(d) a combination of these keys selects the whole document</td>
</tr>
<tr>
<td>5. END</td>
<td>(e) this key will move the insertion point to tab stops</td>
</tr>
<tr>
<td>6. TAB</td>
<td>(f) this key moves the cursor one character to the right</td>
</tr>
<tr>
<td>7. CTRL + A</td>
<td>(g) a combination of these keys moves the cursor one word to the right</td>
</tr>
<tr>
<td>8. →</td>
<td>(h) a combination of these keys moves the cursor to the beginning of document</td>
</tr>
<tr>
<td>9. CTRL + →</td>
<td>(i) this key moves the cursor to the beginning of the line</td>
</tr>
<tr>
<td>10. PAGE UP</td>
<td>(j) a combination of these keys moves the cursor to a specific page</td>
</tr>
</tbody>
</table>

[10]

[10]
SECTION B (25 MARKS)

ANSWER BOTH QUESTIONS

QUESTION 1

(a) Explain ‘the message’ as an element of communication. (5)
(b) Identify the benefits of effective communication. (4)
(c) Explain ‘following up’ as a principle of communication. (3)
(d) Explain why a ‘willingness to take risks’ is a characteristic of a good communicator. (4) [16]

QUESTION 2

(a) Explain what lies at the core of listening skills. (4)
(b) Describe the non-verbal cues you can use to show a speaker that you are listening to what he or she is saying. (5) [9]

[25]
SECTION C

(25 MARKS)

ANSWER BOTH QUESTIONS

QUESTION 1

(a) Nelly wants to research the annual income of households in a certain town. She decides to use a telephone directory to sample a few households. Do you think it is the most appropriate method of sampling? Explain your answer. (3)

(b) Represent the following data in the form of a frequency table:

<table>
<thead>
<tr>
<th>5.1</th>
<th>7.7</th>
<th>2.4</th>
<th>2.1</th>
<th>4.5</th>
<th>9.3</th>
<th>3.0</th>
<th>5.8</th>
<th>0.3</th>
<th>5.8</th>
<th>6.4</th>
<th>9.3</th>
<th>1.5</th>
<th>6.3</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.9</td>
<td>4.4</td>
<td>6.3</td>
<td>9.1</td>
<td>0.9</td>
<td>4.7</td>
<td>5.5</td>
<td>6.2</td>
<td>8.7</td>
<td>5.0</td>
<td>5.4</td>
<td>3.9</td>
<td>6.5</td>
<td></td>
</tr>
<tr>
<td>5.3</td>
<td>6.5</td>
<td>6.2</td>
<td>2.1</td>
<td>5.5</td>
<td>3.6</td>
<td>5.6</td>
<td>8.6</td>
<td>8.5</td>
<td>6.5</td>
<td>5.0</td>
<td>5.5</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(20) [23]

QUESTION 2

During the Lotto draw on a Saturday evening, a lucky contestant has to draw a yellow ball from a container filled mostly with blue balls in order to win a prize. There are 11 blue balls and 3 yellow balls. Give the probability that the contestant will choose:

(a) a yellow ball (1)

(b) a blue ball (1) [2]

[25]
SECTION D (40 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Give the four ways of saving a document in Word. [4]

QUESTION 2
Explain how you open files in MS Word. Discuss this with reference to the importance of closing a file before other files are opened, and give the three ways of opening an existing named document. [11]

QUESTION 3
(a) Define a 'citizen'. (3)
(b) Identify the rights referred to by the term 'civil rights'. (4) [7]

QUESTION 4
(a) Briefly discuss the reasons why we have a constitution in South Africa. (6)
(b) Name six values on which the South African Constitution is founded. (6)
(c) Explain how democratic workplace practices benefit employees directly. (6) [18]

[40]

Section A: 10 marks
Section B: 25 marks
Section C: 25 marks
Section D: 40 marks
TOTAL: 100 MARKS