



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N6
(Second paper)

12 June 2023

This marking guideline consists of 6 pages.

QUESTION 1: MOTIVATION

1.1	1.1.1	• Social need • Self-actualisation need	(2 × 1)	(2)
	1.1.2	Both are psychological needs		(1)
1.2	She has qualified as a security guard.			(1)
1.3	1.3.1	• Self-actualisation factor • Social factor	(2 × 1)	(2)
	1.3.2	• 'I like to work according to my own terms.' • 'The staff are so helpful in searching for a security guard job for me.'	(2 × 1)	(2)
1.4	1.4.1	• It is when you choose to do something and you know exactly why you are doing it.✓✓ OR • It means to be aware of your thoughts, feelings, perceptions and experiences regarding a matter.	(Any 1 × 2)	(2)
1.5	1.5.1	True		
	1.5.2	False		
	1.5.3	True		
			(3 × 1)	(3)
1.6	Policy: • Reflecting no confidence and trust in employees • Of condescending confidence and trust in employees • Of substantial but not complete trust in employees • Of complete trust and confidence in employees			(4 × 1) (4)
1.7	1.7.1	Progression		
	1.7.2	Policy		
	1.7.3	Motivation		
			(3 × 1)	(3)
				[20]

QUESTION 2: PROBLEM SOLVING AND DECISION MAKING

- 2.1
- She had to leave her children.
 - She had to leave her family and friends.
- (2 × 1) (2)
- 2.2
1. Acknowledge that a problem exists.
 2. Investigate and define the problem.
 3. Formulate a written, substantiated account of the problem.
 4. Identify and analyse alternative solutions.
 5. Prioritise alternatives and decide on the best solution.
 6. Implement the solution and monitor it.
 7. Evaluate the final situation to judge the effectiveness of the implemented decision.
- OR
1. Identifying and defining the problem
 2. Formulating the exact problem in writing
 3. Developing alternative solutions
 4. Evaluating the alternative solutions
 5. Selecting the best alternative
 6. Implementing the selected alternative or decision
 7. Evaluating and controlling the implemented decision
- (Any 7 × 1) (7)
- 2.3
- A problem is a situation where certain facts are known and other facts are unknown causing uncertainty. ✓✓
 - A problem is any unsatisfactory or undesirable condition that needs to be solved.
 - A problem is a gap between an existing and desired situation. (Any 1 × 2)
- (2)
- 2.4
- Frame of reference
 - Personality
 - Emotions
 - Reasoning
- (Any 3 × 1) (3)
- 2.5
- Inform employees of the decision
 - Draw up a budget
 - Create a timetable
 - Delegate tasks
 - Decide on ways of counteracting small problems
- (Any 1 × 1) (1)
- [15]**

QUESTION 3: COPING WITH CONFLICT

- 3.1
- Conflict can be defined as an active disagreement✓ between people or groups✓ with opposing opinions or principles.✓
OR
 - A disagreement of needs within the individual or between two or more people where needs, objective values, interests and perceptions of one individual or group do not agree with those of another individual or group.
OR
 - Conflict involves intrapersonal or interpersonal confrontations caused by the simultaneous arousal of incompatible motives or needs that lead to temporary or permanent disruption of normal functioning. (Any 1 × 3) (3)
- 3.2
- Training and development
 - Poor/lack of communication
 - Intercultural differences
 - Conflicting personalities
 - Different goals/values
 - Poor self-image (Any 5 × 1) (5)
- 3.3
- Grievance procedure
 - Disciplinary action (2)
- 3.4
- Goals reviewed
 - Groups stick together
 - Problems investigated and resolved
 - Renewal in relationships: greater openness and trust
 - Innovative ideas (Any 4 × 1) (4)
- 3.5
- | | |
|-------|---|
| 3.5.1 | D |
| 3.5.2 | F |
| 3.5.3 | A |
| 3.5.4 | E |
| 3.5.5 | H |
| 3.5.6 | B |
| 3.5.7 | C |
| 3.5.8 | G |
- (8 × 1) (8)
- 3.6
- Arbitration is a formal process whereby an objective third party is approached to be the judge and jury on the best possible solution to the conflict.✓✓ (2)
- 3.7
- Six months✓✓ (2)
- 3.8
- | | |
|-------|---------------------------------|
| 3.8.1 | Accommodation |
| 3.8.2 | Cooperation and problem solving |
| 3.8.3 | Subordination |

3.8.4 Agreement

(4 × 1) (4)
[30]**QUESTION 4: COPING WITH STRESS**

4.1 The physiological, ✓ psychological ✓ and behavioural response ✓ of an individual in his/her attempt to adjust to internal and/external pressures or demands. (3)

4.2 4.2.1 B
4.2.2 C
4.2.3 A
(3 × 1) (3)

4.3

- Personal living conditions
- Working environment
- Economic, political and social stressors

(3)

4.4 Distress ✓ (1)

4.5

4.5.1 PHYSICAL	4.5.2 EMOTIONAL	4.5.3 BEHAVIOURAL
• High blood pressure ✓ • Heartburn ✓	• Depression ✓ • Anxiety ✓	• Nail-biting ✓ • Insomnia ✓

(3 × 2) (6)

4.6 4.6.1 False
4.6.2 True
4.6.3 False
4.6.4 False
(4 × 1) (4)
[20]

QUESTION 5: INTERVIEWS

5.1 The Big Issue magazine (1)

5.2 A magazine (1)

5.3 Readers of The Big Issue magazine (1)

5.4 5.4.1 Open-ended question
5.4.2 Hypothetical question
5.4.3 Leading question
5.4.4 Closed question
5.4.5 Reflective question
(5 × 1) (5)

5.5	• Planning • Establishing rapport/warm-up • Questioning/questions and answers • Conclusion/close/closure • Reviewing or evaluating the interview	(5 × 1)	(5)
5.6	• Obtain information • Determine the most suitable candidate • Inform candidates about the nature of the job • Inform candidates about the nature of the organisation • Organisation • See if the candidate will fit into the organisational culture	(Any suitable 2 × 1)	(2)
			[15]
		TOTAL:	100