



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N6
(Second paper)

05 June 2025

This marking guideline consists of 5 pages.

(Second paper)

QUESTION 1

- | | | | |
|-----|---|---|-------------|
| 1.1 | 1.1.1 | Quote 8 "It is safer to search in the maze than to remain in a cheeseless situation."✓✓ | (2) |
| | 1.1.2 | Quote 6 "The quicker you let go of old cheese, the sooner you find new cheese."✓✓ | (2) |
| | 1.1.3 | Quote 10 "Movement in new direction helps find new cheese."✓✓ | (2) |
| 1.2 | Quotes 2 to 5 refer to factors that lead to growth opportunities✓ that lead to job satisfaction✓ and are therefore motivating.✓ A hygiene factor only ensures that an employee is not dissatisfied✓ in his working environment. | | (4) |
| 1.3 | 1.3.1 | C✓ | |
| | 1.3.2 | A✓ | |
| | 1.3.3 | D✓ | |
| | 1.3.4 | B✓ | |
| | | (4 × 1) | (4) |
| 1.4 | 1.4.1 | motivates✓ | (1) |
| | 1.4.2 | adapt✓ | (1) |
| | 1.4.3 | satisfied✓ | (1) |
| | 1.4.4 | conscious✓ | (1) |
| 1.5 | 1.5.1 | Remuneration✓ | (1) |
| | 1.5.2 | Irrational coping behaviour✓✓ | (2) |
| | 1.5.3 | "He spent weeks sending nasty emails to Amazon"✓✓
(ONE mark for quote, ONE mark for using quotation marks) | (2) |
| 1.6 | Extrinsic motivation✓✓ | | (2) |
| | | | [25] |

QUESTION 2

- | | | | |
|-----|-------|----------|-----|
| 2.1 | 2.1.1 | C✓ | (1) |
| | 2.1.2 | D✓ | (1) |
| | 2.1.3 | A✓
C✓ | (2) |
| | 2.1.4 | B✓
D✓ | (2) |

(Second paper)

- 2.2 In order to be effective one process must involve the other✓ One must identify a number of possible solutions to a problem✓ and then decide which one is best.✓ (3)
- OR
- When solving a problem one must analyse it and discover what is causing it,✓ then one must systematically select/decide on a course of action✓ that seems most likely to solve the problem✓
- 2.3 2.3.1 Step 1 Recognise/acknowledge that a problem exists✓✓ and Step 2 Identify and define the problem✓✓ (4)
- 2.3.2 Someone has moved their cheese✓ and they are not sure how to handle it.✓ (2)
- 2.4 Dave✓ (1)
- 2.5 Sniff✓
OR
Scurry✓ (1)
- 2.6
- It forces people to think about the problem logically✓
 - This makes the problem become clearer✓
 - It provides a way to ensure they are still on track✓
- (3)
[20]

QUESTION 3

- 3.1
- Negotiation✓
 - Consultation/Discussion✓
 - Persuasion✓
- (3)
- 3.2
- Functional conflict is constructive unlike dysfunctional conflict, which is destructive.✓
 - When it occurs, functional conflict can improve interpersonal relationships and group performance whereas dysfunctional conflict can have the opposite effect.✓
 - With functional conflict, the interpersonal communication is effective and supports the goals of the group, whereas with dysfunctional conflict undermines the goals of the group and is ineffective.✓
 - Dysfunctional conflict occurs at all levels of conflict whereas functional conflict occurs during low to mid-level conflict situations.✓
- (4)
- 3.3
- He combined books that were not selling well with ones that were.✓✓
 - He created an online course on how to adapt to the new payment system✓✓
- (4)
- 3.4
- 3.4.1 Waste✓
- 3.4.2 Time✓
- 3.4.3 Resources/energy✓
- (1)

(Second paper)

3.5

MODERN CONTEMPORARY VIEW	TRADITIONAL VIEW
If well-managed it is positive and it should be accepted as a natural part of group behaviour✓	An indication that a group is not functioning as it should be✓
A positive force playing a constructive role in group dynamics/problems is investigated and solved✓	Likely to play a destructive role in the dynamics of a group/nothing is solved by any form of conflict✓
Usually a positive force but can cause high-stress levels if poorly handled✓	Likely to cause stress as it is only seen as negative✓
Kept at low to medium intensity unless badly managed✓	Likely to reach a high intensity✓
Functional if correctly handled✓	Dysfunctional✓

Subtract 1 mark of the total achieved if not Tabulated.

Any THREE of the above combinations (3 × 2) (6)
[20]

QUESTION 4

- 4.1 An external or internal force that brings about stress✓ (2)
- 4.2
- Applies pressure✓
 - Causes frustration/anger/irritability/anxiety✓
 - Causes conflict✓
 - Can cause physical or emotional health problems over time✓
 - Can cause some people to resort to unhealthy coping mechanisms such as alcohol abuse etc.✓
- (Any TWO of the above) (2)
- 4.3 Eustress✓ (1)
- 4.4
- Sniff and Scurry experience positive stress✓ which motivates them and helps them focus✓
 - Hem and Haw experience negative stress,✓ which makes them anxious✓. (4)
- 4.5 "Life moves on and so should we"✓ (2)
- 4.6
- Role overload or underload✓
 - Poor interpersonal relationships✓
 - Job insecurity and unemployment✓
 - Adverse physical working conditions/Dangerous working conditions✓
 - Lack of support systems at work✓
 - Ambiguity and/or conflict in determining our roles at work✓
 - Organisational problems✓
 - Lack of necessary facilities at work✓
- (Any THREE of the above) (3)

(Second paper)

4.7	4.7.1	Type A✓	(1)
	4.7.2	He is hostile, impatient and has high stress levels✓	(2)
4.8	4.8.1	Hem✓	(1)
	4.8.2	He resists change✓✓	(2)
			[20]

QUESTION 5

5.1	5.1.1	An interview is used for jobs that are characterised by constant adaptation✓ to stressful and unexpected circumstances✓	(2)
	5.1.2	To determine how the candidate reacts under pressure✓	(1)
	5.1.3	• Panel interview✓ • Unstructured/non-directive interview✓ • Semi-structured/patterned interview✓ • Structured interview✓ • Situational interview✓ • Serial interview✓ (Any THREE of the above)	(3)
5.2	Semantic barriers:✓	unsuitable language, confusing pronunciation, poor word choice in CV and interview✓	
	Physical barriers:✓	visitors, phones, temperature too hot/cold✓	
	Physiological barriers:✓	vision/hearing problems, illness✓	
	Psychological barriers:✓	nerves, lack of eye contact✓	
	Perceptual barriers:✓	different views/ways of viewing things✓	
		(Any TWO of the above)	(4)
5.3	• You need to understand what will be required of you should you get the job.✓ • That way you can prepare questions to ask,✓ and • Prepare answers to the questions the Interviewer is likely to ask you✓		(3)
5.4	• They test the innovative thinking and problem-solving ability of a candidate✓ • They test the intelligence and reaction speed of a candidate✓		(2)

[15]

TOTAL: 100