



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N6
(Second paper)

28 November 2023

This marking guideline consists of 5 pages.

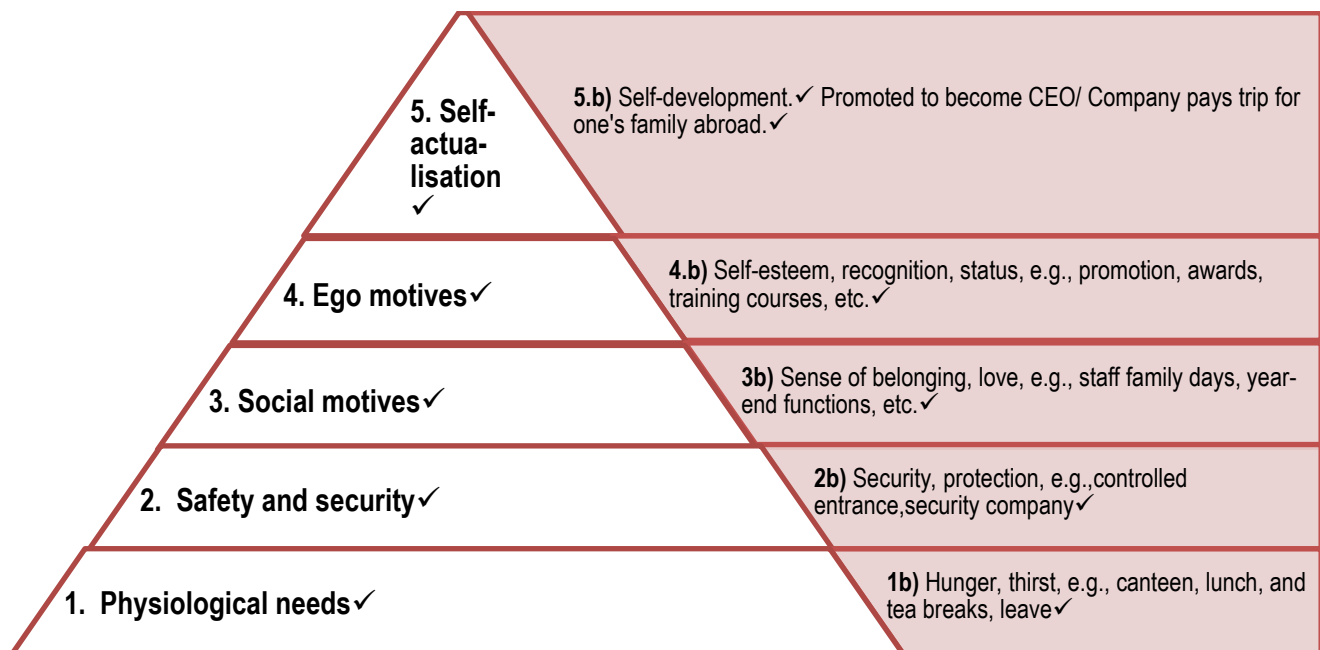
SECTION A**QUESTION 1**

1.1	1.1.1	Hypothetical		
	1.1.2	Perceptual barriers		
	1.1.3	Candidate-order error		
	1.1.4	Deficiency needs		
	1.1.5	Herzberg's theory		
	1.1.6	Shortlisting		
	1.1.7	Functional		
	1.1.8	Inter-organisational conflict		
	1.1.9	Warm-up phase		
	1.1.10	Problem solving		
			(10 × 2)	(20)
1.2	1.2.1	True		
	1.2.2	True		
	1.2.3	True		
	1.2.4	True		
	1.2.5	False		
			(5 × 1)	(5)
				[25]
TOTAL SECTION A:				25

SECTION B**QUESTION 2: MOTIVATION**

2.1	Motivation comprises a group of factors✓ that determine and drive an organism's behaviour✓ and provide a person with an incentive or motive to act in a particular way.✓			(3)
2.2	• Policy • Supervision • Remuneration or salary • Work environment			(Any 3 × 1) (3)
2.3	• Unconscious factors • Need or drive level • Incentive value of the goal • Individual's potential • Conflicting or contradictory motives • Individual's expectations			(Any 3 × 1) (3)

2.4 Illustration of Maslow's hierarchy of needs.



(10 + 1) (11)
[20]

QUESTION 3

- 3.1
- Work-related stress
 - Major depression
 - Burnout
 - Anxiety disorder
- (4)
- 3.2
- Feeling of failure
 - Being worn out
 - Poor performance
 - Reduced personal accomplishments
- (4)

3.3

- | |
|--|
| <ol style="list-style-type: none"> 1. Identify and define the problem <li style="text-align: center;">↓ 2. Investigate the problem <li style="text-align: center;">↓ 3. Formulate the exact problem in writing <li style="text-align: center;">↓ 4. Develop alternative solutions <li style="text-align: center;">↓ 5. Evaluate the alternative solutions <li style="text-align: center;">↓ 6. Select the best solution <li style="text-align: center;">↓ 7. Implement the selected solution <li style="text-align: center;">↓ 8. Evaluate and control the implemented decision |
|--|

(If no number/arrows/correct order, deduct ONE mark)

(10)

3.4

Frame of reference is the mental background against which individuals make decisions and form opinions.

(2)

[20]

QUESTION 4: COPING WITH STRESS AND CONFLICT

4.1

Stress can be described as external or internal factors✓ that cause anguish and pain.✓

(2)

4.2

- Physiological stress
- Psychological stress

(2)

4.3

- Company structure
- Employees' expectations
- Management styles

(3)

4.4

- Life stressors
- Work stressors
- Economic, political, and social stressors

(3)

4.5

Disciplinary action is action on the part of the authority✓ management aimed at stopping behaviour✓ that threatens to disrupt the functioning of the system.✓

(3)

4.6

- Improve decision-making skills
- Improve self-image and think positive
- Be assertive
- Establish a strong support system
- Develop relaxation techniques
- Follow a healthy diet

(Any 2 × 1)

(2)

- 4.7
- Conflict situations serve to expose problems which can then be addressed.
 - Conflict could lead to healthy self-criticism.
 - Conflict could stimulate creativity.
 - Conflict could facilitate innovation and change.
 - Conflict between groups could increase loyalty.
- (Any 2 × 1) (2)
- 4.8
- Training and development
 - Work conditions
 - Conflicting personalities
 - Different goals
 - Poor self-image
 - Intercultural differences
- (Any 3 × 1) (3)
- [20]**

QUESTION 5: INTERVIEWS

- 5.1 It is an interview conducted by more persons – often three or more people.✓
There is usually a chairperson who allocates duties.✓ Each panel member is given certain questions to ask.✓
- Advantages:
- While one panel member is asking a question, other panel members have chance to concentrate on the candidate.
 - Decisions to appoint is less biased as it depends on more than one person.
 - There is less chance of bribery as there are more people.
- (Any TWO) (5)
- 5.2
- An unprepared interviewee
 - Personality clashes
 - Communication barriers
- (3)
- 5.3
- Use positive non-verbal language
 - Speak clearly and at a normal pace
 - Do not criticise ex-employers or current employers
 - Have all your documents with you
 - Do not chew gum
 - Answer all questions sincerely
 - Be honest and sincere
- (Any 3 × 1) (3)
- 5.4 In a one-on-one interview, only the interviewer and the interviewee are present.✓ The structure of the interview is usually as such: the interviewer asks questions first, and the interviewee asks questions at the end.✓ An open job interview is open for all applicants to arrive and be interviewed within a specific time period,✓ without going through prior screening processes.✓
- (4)
[15]

TOTAL SECTION B:	75
GRAND TOTAL:	100