



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N6
(Second paper)

25 November 2024

This marking guideline consists of 7 pages.

(Second paper)

SECTION A: MOTIVATION

QUESTION 1

- 1.1 Motivation is the name for the inner psychological process✓ that makes an individual willing to spend energy and make a persistent effort to attain a goal.✓
- OR**
- Motivation comprises a group of factors that determines and drives an organism's behaviour and provides a person with an incentive or motive to act in a particular way. (Any 1 × 2) (2)
- 1.2 A supervisor could motivate his/her staff by giving clear, constructive feedback✓ and information,✓ providing opportunities for personal and professional growth✓ setting out SMART goals or objectives✓ and ensuring that communication channels are open. (Any 4 × 1) (4)
- 1.3
- Award ceremonies
 - Verbal praise
 - Published articles in a company magazine
- (3)
- 1.4
- | | |
|-------|---|
| 1.4.1 | A |
| 1.4.2 | D |
| 1.4.3 | B |
| 1.4.4 | D |
| 1.4.5 | C |
- (5 × 1) (5)
- 1.5 A pay-off is a transfer of money✓ as compensation for work done or service given.✓
- WHEREAS**
- A reward is used to drive performance✓ and usually takes the form of a commission or bonus.✓ (2 × 2) (4)
- 1.6
- Specific
 - Measurable
 - Attainable
 - Relevant
 - Traceable
- (5)
- 1.7
- Hygiene factor
 - Motivator factor
- (2)

[25]

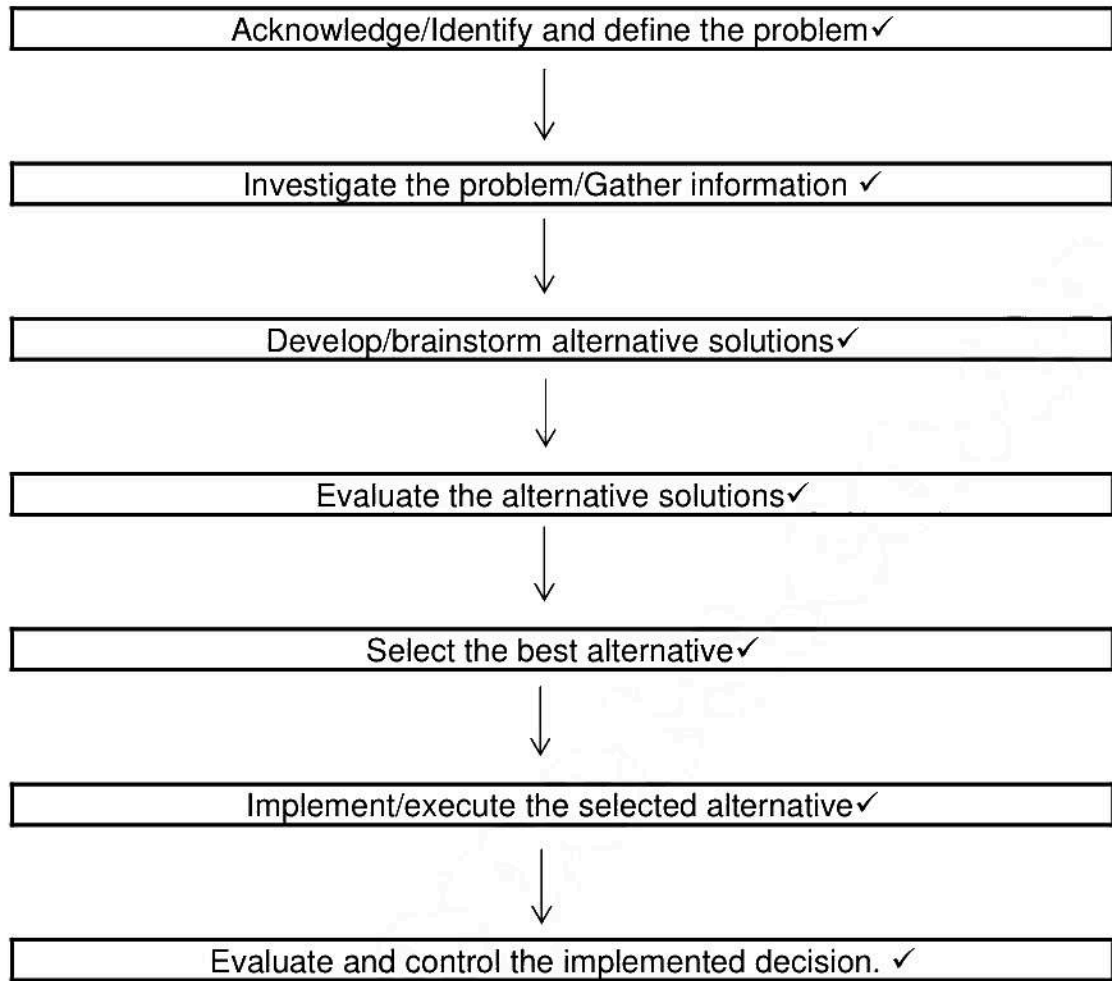
TOTAL SECTION A: 25

QUESTION 2

- Please turn over

(Second paper)

2.5



(7 × 1)

(7)
[20]

TOTAL SECTION B: 20

(Second paper)

SECTION C: COPING WITH CONFLICT

QUESTION 3

- 3.1 Grievance procedures are initiated by an employee✓ who feels unfairly treated by management or colleagues or who feels that working conditions are not satisfying.✓

WHEREAS

Disciplinary procedure is implemented by the employer when an employee does not obey the company's rules or code of conduct.

(2 × 2) (4)

- 3.2
- Community or societal conflict✓ – political, social, economic or religious differences among members of a particular community can give rise to conflict.✓
 - Intrapersonal conflict✓ – conflict with a particular individual.✓
 - Intergroup conflict – varying degrees of conflict between the different groups of any particular group.
 - Conflict with groups – Individuals within the same group are experiencing conflict.
 - Inter-organisational conflict – conflict between members of competing organisations in their attempt to attract or serve the same clientele or target audience.
 - Conflict between management and staff – conflict can occur for numerous reasons, such as a clash in personalities, work expectations, reward expectations or communication style.
- (Any 2 × 2) (4)

- 3.3
- Poor self-image
 - Working condition
 - Poor communication
 - Training and development
 - Intercultural differences
 - Different goals and values
 - Conflicting personalities
- (Any 4 × 1) (4)

- 3.4
- It facilitates innovation and change.
 - It leads to healthy self-criticism.
 - It leads to improved decision-making skills among employees.
 - It serves to expose problems, which can then be addressed and solved.
 - It leads to creativity.
 - There is renewal in relationships, greater openness and more trust.
 - Goals are renewed to concentrate more on common goals to encourage teamwork.
 - Conflict can increase loyalty in groups, motivation, and performance within that particular group.
- (Any 4 × 1) (4)

- 3.5 Interpersonal conflict✓✓ (4)

(Second paper)

3.6	3.6.1	False		
	3.6.2	True		
	3.6.3	False		
			(3 × 1)	(3)
				[20]
			TOTAL SECTION C:	20

SECTION D: COPING WITH STRESS

QUESTION 4

4.1		• Be assertive. • Think positively. • Improve your self-image. • Improve your decision-making skills. • Develop relaxation techniques. • Establish a reliable support system. • Follow a healthy diet and get enough exercise and sleep..	(Any 4 × 1)	(4)
4.2	4.2.1	I		
	4.2.2	F		
	4.2.3	E		
	4.2.4	A		
	4.2.5	G		
	4.2.6	B		
	4.2.7	C		
	4.2.8	H		
	4.2.9	J		
	4.2.10	D		
			(10 × 1)	(10)
4.3	4.3.1	Warning phase✓ – When the stressor is introduced, your body releases adrenaline and you go into 'fight or flight' response, which is a physiological change that prepares us to face the situation.✓		
	4.3.2	Resistance Phase✓ – We start to identify the situation and try to find ways to solve it. Our bodies continue to release stress-release hormones.✓		
	4.3.3	Burnout phase✓ – Our bodies have been producing stress hormones for too long, causing major health problems.✓		
			(3 × 2)	(6)
				[20]
			TOTAL SECTION D:	20

(Second paper)

SECTION E: INTERVIEWS

QUESTION 5

- 5.1
- Planning
 - Establishing report
 - Questioning
 - Conclusion
 - Review or evaluating the interview
- (5)
- 5.2
- Interviewer/Employer
 - Interviewee/Respondent/Applicant
- (2)
- 5.3
- 5.3.1 An interview is a pre-planned, formal, direct, oral interaction between two or more people to exchange feelings, information and ideas✓
for a specific purpose within a limited time.✓
- 5.3.2 Interviewers make up their minds about candidates within the first few minutes of the interview.✓✓
- OR**
- A judgment that one makes without all information. (Any 1 × 2)
(2 × 2) (4)
- 5.4
- 5.4.1 C
- 5.4.2 D
- 5.4.3 A
- 5.4.4 E
- (4 × 1) (4)
- [15]**

TOTAL SECTION E: 15
GRAND TOTAL: 100