



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N6
(Second paper)

28 November 2025

This marking guideline consists of 6 pages.

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QUESTION 1: MOTIVATION

- 1.1 1.1.1 Level 1 – Physiological/bodily needs✓
Level 2 – Security needs✓
Level 3 – Affiliation/social needs✓ (Any TWO of the above) (2)
- 1.1.2 Esteem needs✓
Need for self-actualisation✓ (Any ONE of the above) (1)
- 1.1.3 Lower-level needs✓
Higher-level needs✓ (2)
- 1.1.4 Cue words
• Fraud✓
• Hacking✓
• Stealing someone's personal information✓
• Stealing someone's identity✓
• Stealing non-physical wealth/ resources✓
1 mark for grammar, 1 mark for relevant word not verbatim from ADDENDUM (2)
- 1.2 Esteem needs✓ (1)
- 1.3 Working conditions✓ (1)
- 1.4 • The strength of your inner need✓
• The likelihood of the goal being achievable✓ (2)
- 1.5 • Greater self-realisation✓
• Freedom to express oneself✓
• More/better teamwork✓
• High motivation to achieve goals/more goal-oriented✓
• Increased productivity✓
• Improved communication/relationships in the workplace✓
• More open communication/better conflict resolution✓
• More appreciation and fewer complaints✓
• Physiological and psychological wellbeing✓ (Any FOUR of the above) (4)
- 1.6 • Frustration✓
• Aggression✓
• Regression/Apathy✓ (3)
- 1.7 1.7.1 • The subconscious level✓ is the source of emotions, instincts and suppressed memories which create needs that motivate our actions.✓
• The preconscious level✓ holds our accessible memories.✓
• The conscious level✓ is what we use for reasoning, making decisions and coming to conclusions.✓

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1.7.2 The conscious level✓

(1)
[25]

QUESTION 2: PROBLEM-SOLVING AND DECISION-MAKING

2.1 2.1.1 Poor visibility of the store.✓ (1)

2.1.2 She can put up clearer more eye-catching signage✓ to draw customers to her store.✓ (2)

2.2 The Iceberg Principle✓ suggests we can only see 10% to 20% of the data in a situation.✓ Therefore in order to find a suitable solution and make a good decision we need to look deeper to understand the complexity of a situation.✓

The Pareto Principle✓ says 80% of a problem is caused by 20% of the issues✓ so we need to locate the source of a problem in order to solve it.✓ (6)

2.3 Load shedding forces production to stop as many small businesses cannot afford large enough generators to operate their equipment✓ which causes them to lose trading days and have to cancel and refund orders✓ which causes financial loss and poor cash flow.✓ (3)

2.4

- They start by analysing/developing alternative solutions/put the problems in writing and look for different ways to solve them/ They meet to brainstorm and discuss the problem.✓
- Then they evaluate the possible consequences of each solution carefully using various techniques/they consult experts.✓
- After that they need to select the best alternative for their own needs/prioritise alternatives in order to decide on the best solution,✓
- and then they need to implement the selected alternative/put the selected alternative into action and monitor it.✓

(4)

2.5

ASPECT OF THE PROBLEM	DATA
Identity	Crime causing fear✓
Location	Area where businesses are located✓
Timing	Needs immediate solutions✓
Magnitude/Importance	Very important – losing customers✓

(4)
[20]

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QUESTION 3: COPING WITH CONFLICT

- 3.1 The conflict-stress cycle keeps repeating itself, ✓ making the situation worse. ✓ (2)
- 3.2
- Productivity declines ✓
 - Time and resources wasted ✓
 - Employees unhappy ✓
 - Work-related stress ✓
 - Possibility of violence ✓
 - Possibility of court action ✓
 - Defensive behaviour ✓
 - Financial expenses ✓
 - Delayed or poor decisions ✓
 - Deadlocks ✓
 - Denting of organisational image ✓
 - Disrupts communication ✓
 - Physical and mental stress e.g. of managers and witnesses ✓
- Any FOUR of the above (4 × 1) (4)
- 3.3
- Take direct action to solve it ✓
 - Search for the real source of the problem
 - Take direct action to solve it
 - Communicate openly and factually ✓
 - Listen carefully and show empathy ✓
 - Avoid negativity ✓
 - Practise diplomatic/tactful confrontation ✓
 - Try and accommodate all sides with your solution ✓
 - Determine expectations ✓
 - Aim to reach a compromise ✓
 - Consider whether using formal mechanisms or informal mechanisms for solving conflict would be more effective ✓
- Any THREE of the above (3 × 1) (3)
- 3.4
- 3.4.1 True. ✓
People whose personal information has been compromised may lay charges against the business for not protecting that information properly. ✓ (2)
- 3.4.2 False. ✓
There are many illnesses that can be related to high stress levels, e.g. high blood pressure ✓ (2)
- 3.5
- 3.5.1 Disciplinary procedure ✓✓ (2)
- 3.5.2 To make a final attempt to persuade the employee to change his/her unacceptable behaviour (stealing) ✓ thereby resolving the conflict between employer and employee. ✓ (2)

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- 3.5.3
- They are written into law✓
 - They promote fairness✓
 - They limit frustration✓
 - They boost morale✓
 - They allow support for both employee and employer✓
- Any THREE of the above (3 × 1) (3)
- [20]**

QUESTION 4: COPING WITH STRESS

- 4.1
- 4.1.1 C✓
- 4.1.2 A✓
- 4.1.3 D✓
- (3 × 1) (3)
- 4.2
- Management can ensure reliable support systems.✓
 - Management can improve their decision-making processes.✓
 - Management can offer health and wellness programs for their staff to learn relaxation techniques and ways to look after their health in times of stress.✓
 - Employees can be encouraged to be assertive and think positively.✓
 - Employees can be encouraged to eliminate unhealthy coping✓ mechanisms and change their attitudes to more positive ones.✓ (Any 5 × 1) (5)
- 4.3
- 4.3.1 A✓
- 4.3.2 C✓
- 4.3.3 B✓
- (3 × 1) (3)
- 4.4
- 4.4.1
- Money✓
 - Unemployment✓
 - Unhealthy living conditions✓
 - Too many responsibilities✓
 - Too many/too few resources✓
 - Inadequate diet✓
 - Health problems✓
 - Interpersonal relationships/conflicts✓
- Any TWO of the above (2 × 1) (2)
- 4.4.2
- Work stressors
 - Economical-, political- and social stressors
 - Personality of the individual/personality types. (3)
- 4.5
- Role overload means you have too much work.✓ This means you are constantly under pressure✓ and become frustrated✓ because you cannot complete tasks in time.✓ (4)

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QUESTION 5: INTERVIEWS

- 5.1 5.1.1 • List possible questions for you to practise answering.✓
 • Get a friend to help you and practise answering the questions.✓
 • List questions you could ask.✓
 • Dress for the interview and ask knowledgeable people for feedback on the way you look✓
 Any TWO appropriate answers (2 × 1) (2)
- 5.1.2 • The interviewee needs to keep eye contact and an attentive facial expression in order to show interest in the questions.✓ He/she must have a relaxed posture.✓
 • The interviewee must also take note of the interviewer's body language as it may show they find an answer unsatisfactory✓ and
 • they can then improve the answer by providing more information.✓ (4)
- 5.2 5.2.1 To settle a nervous candidate and test a candidate's ability to hold an honest opinion✓ (1)
- 5.2.2 To encourage a candidate to talk, often revealing feelings and attitudes as well as facts✓ (1)
- 5.3 Due to the fact that many crimes are committed by employees✓, interviewers need to be very careful when they shortlist, interview and hire new employees.✓ Potential new employees must be carefully screened during this process.✓ (3)
- 5.4 • Not knowing the job✓ leads to interviewers basing their choice on their own preferences rather than job requirements.✓
 • Choosing a candidate because they appeared much better than the candidate interviewed directly before them✓instead of based on their suitability.✓
 • Stereotyping candidates or being biased towards them because of personal perspectives regarding certain people often leads to snap judgements/Interviewers often like/dislike a candidate based on how similar they are to themselves.✓
 • Interviewer lacks proper interview skills due to a lack of training in the field of interviews.✓
 • Interviewers do not always have the necessary listening skills to sift answers.✓
 • Interviewers are not always well prepared and goal-orientated.✓
 Any TWO of the above (2 × 2) (4)
- TOTAL:** **[15]**
 100