



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**QUALIFICATION:** DIPLOMA IN BUSINESS PROCESS MANAGEMENT

**QUALIFICATION CODE:** 06DBPM

**LEVEL:** 4

**COURSE:** PRINCIPLES OF ENGLISH LANGUAGE USE

**COURSE CODE:** PLU 411C

**SESSION:** NOVEMBER 2019

**PAPER:** THEORY AND PRACTICE

**DURATION:** 3 HOURS

**MARKS:** 100

**MODE:** PART TIME

**FIRST OPPORTUNITY EXAMINATION**

**EXAMINER** Ms A. Smith

**MODERATOR:** Dr V de Voss

**INSTRUCTIONS**

1. Answer all questions
2. Write clearly and neatly
3. Number the answers clearly

**THIS EXAMINATION PAPER CONSISTS OF 7 PAGES (including this front page)**

## SECTION A: READING AND COMPREHENSION

(30 marks)

Read the passage below and answer the questions that follow in your own words as far as possible.

Write in full sentences unless otherwise indicated.

### THE SIDE EFFECTS OF ANGER - A Story by Sifu Lawrence Hochobeb

1. We all know what anger is, and we've all felt it: whether as a fleeting feeling of annoyance or as a full-fledged rage. Anger is a completely normal, usually healthy, human emotion. But when it gets out of control and turns destructive, it can lead to problems at work, in your personal relationships, and in the overall quality of your life. And it can make you feel as though you are at the mercy of an unpredictable and powerful emotion. Anger is an emotional state that varies in intensity from mild irritation to intense fury and rage. When you get angry, your heart rate and blood pressure go up, as do the levels of your energy hormones and adrenaline.
2. Anger can be caused by both external and internal events. You could be angry with a specific person (such as a colleague or supervisor) or event (a traffic jam, a cancelled flight). Worrying or brooding about your personal problems could cause anger. Memories of traumatic or enraging events can also trigger angry feelings. The instinctive, natural way to express anger is to respond aggressively. Anger is a natural, adaptive response to threats; it inspires powerful, often aggressive, feelings and behaviours, which allow us to fight and to defend ourselves when we are attacked. A certain amount of anger, therefore, is necessary for our survival. On the other hand, we can't physically lash out at every person or object that irritates or annoys us; laws, social norms and common sense place limits on how far our anger can take us.
3. People use a variety of both conscious and unconscious processes to deal with their angry feelings. The three main approaches are expressing, suppressing, and calming. Expressing your angry feelings in an assertive manner is the healthiest way to express anger. To do this, you have to learn how to make clear what your needs are, and how to get them met, without hurting others. Being assertive doesn't mean being pushy or demanding; it means being respectful of yourself and others.
4. Anger can be suppressed and then converted or redirected. This happens when you hold in your anger, stop thinking about it and focus on something positive. The aim is to inhibit or suppress your anger and convert it into more constructive behaviour. The danger in this type of response is that if it isn't allowed outward expression, your anger can turn inward on yourself. Anger turned inward may cause high blood pressure or depression.
5. Unexpressed anger can create other problems. It can lead to pathological expressions of anger, such as passive-aggressive behaviour (getting back at people indirectly, without telling them why, rather than confronting them head-on) or a personality that seems perpetually cynical and hostile. People who are constantly putting others down, criticising everything, and making cynical comments

haven't learned how to constructively express their anger. Not surprisingly, they aren't likely to have many successful relationships.

6. Finally, you can calm down inside. This means not just controlling your outward behaviour, but also controlling your internal responses, taking steps to lower your heart rate, calm yourself down, and let the feelings subside.

7. When none of these three techniques work that's when someone - or something - is going to get hurt. The goal of anger management is to reduce both your emotional feelings and the physiological arousal that anger causes. You can't get rid of, or avoid, the things or the people that enrage you, nor can you change them, but you can learn to control your reactions.

8. Some people really are more "hot headed" than others are; they get angry more easily and more intensely than the average person does. There are also those who don't show their anger in loud spectacular ways but are chronically irritable and grumpy. Easily angered people don't always curse and throw things; sometimes they withdraw socially, sulk or get physically ill.

9. People who are easily angered generally have a low tolerance for frustration, meaning simply that **they** feel that they should not have to be subjected to frustration, inconvenience, or annoyance. They can't take things in their stride, and are particularly infuriated if the situation seems somehow unjust: for example, being corrected for a minor mistake.

1. In your own words, describe what anger is according to paragraph 1. (2)
2. What two physical consequences are the result of anger when it gets out of control? (2)
3. Write down TWO synonyms for anger found in paragraph 1. (2)
4. In paragraph 2 it is stated that a certain amount of anger is necessary for our survival. Explain why this is so. (2)
5. Describe a potential risk or danger to an individual when anger is bottled up and does not find a way to be channelled positively. (2)
6. Give an example of how anger can be
  - (a) expressed (2)
  - (b) suppressed (2)
7. Say whether the following statements are TRUE or FALSE. In each case, quote from the passage to prove your answer:
  - (a) When you are assertive, you have to make your demands known at any cost, regardless of the feelings of others. (2)
  - (b) You are not able to change other people, but you can learn to change and control yourself. (2)
  - (c) All people get angry, usually to the same level or degree. (2)



8. Match the words underlined in the passage with the meaning given below. In each case write down only the number and the correct word next to it.
- (a) having or showing a strong and confident personality
  - (b) not being able to say in advance what is going to happen
  - (c) a state of being sad, without enthusiasm or hope
  - (d) showing or feeling opposition or dislike, unfriendly
  - (e) distrustful of human sincerity or integrity
  - (f) to be silent and refuse to smile or be pleasant because you are angry (6)
9. Who does the word "they" highlighted in paragraph 9 refer to? (1)
10. What does the word "it" highlighted in paragraph 5 refer to? (1)
11. What does the expression "People who are easily angered generally have a low tolerance for frustration" underlined in paragraph 9 mean? (2)

**SECTION B: GRAMMAR**

**(30 marks)**

Read the text below and then answer the questions that follow:

**BEING AN UNEMPLOYED YOUTH** by Limba Mupetami

(Taken from *The Namibian*)

1. In Namibia one of the biggest concerns for young people (a) (is/are) unemployment. Young people (b) (goes/go) from office to office, handing out their CVs in search of work so that they can (c) (built/build) better lives for (d) (themselves/themself) and their families. They scour the daily newspapers (e) (hopping/hoping) to land their dream job but all the papers' job vacancies read, 'Must have experience'.
2. With little or no opportunities for young people without qualifications or experience, it is clear to many an unemployed youth that it is a 'dog eat dog world'. Because of the hopelessness of unemployment, many young people resort to binge drinking, shoplifting and other crimes and become entangled in romances of convenience that lead to abuse, unplanned pregnancies and many times, sexually transmitted diseases.
3. The Youth Paper spoke to some of Windhoek's youth about unemployment... Words of a Namcol student: I (f) (have/had) been job hunting for a long time but here I am, still unemployed. It's (g)(really/realy) frustrating because I always make copies of my CV, which I (h) (sent/send) out whenever I hear of a job. The problem is that they don't even send the CVs back. I don't expect the (i) (government /government) to give us jobs, I just want people to also consider people without experience. Because there (j) (is/are) no jobs, some youngsters end up shoplifting and doing drugs and I do not blame them as they have to survive.

4. A self-employed owner of Haufiku and Partners: The worry of (a) **unemployment** for (b) **young people** in Namibia including myself is that it's hard living in a society where job priority is (c) **often** given to children born in exile. In most cases, (d) **we** have more qualifications than they (e) **have**, but they are given priority. The saddest part is that in Namibia people need to die, get a promotion or move to another town for jobs to open up. The government should encourage young unemployed Namibians to start up their own businesses where they see a need, in areas they are passionate about. I own a small business (f) **because** I know waiting for (g) **the** government is not going to put food on my table. It's not easy but it beats being unemployed.

5. A fourth-year Public Relations student at the University of Namibia: Technically I am not unemployed yet as I am still studying, but I think the biggest struggle is probably having to rely on family members for money which can make one feel like a liability. **Being unemployed limits you from doing the things that you want to do** because even after sending out so many CVs to companies and getting no response, you later feel inadequate and become depressed, which leads to binge drinking.

1. Choose the correct answers from the options (a) to (j) in paragraphs 1 and 3. Write down the letter and next to each letter, the correct answer. (10)

2. Write the underlined sentence in paragraph 2 (Because ..... diseases) in:

(a) The Simple Past Tense (3)

(b) The Present Perfect Tense (3)

(c) The Simple Future Tense (3)

3. Identify the parts of speech highlighted in paragraph 4. In each case, write the word and next to each, the correct part of speech. (7)

4. Rewrite the underlined sentence in paragraph 5 (Being unemployed limits you from doing the things that you want to do.)

a) in the negative (2)

b) as a question (2)

## SECTION C: ESSAY AND PARAGRAPH ANALYSIS

(20 marks)

Read the passage below and answer the questions that follows:

1. For many years, stress was considered an imaginary complaint that lazy employees would use as an excuse for skipping work. Now, stress has finally made its way into medical books -- and into company accounts too. More and more firms are realising the effect that stress-related illnesses are having on their bottom line.
2. The causes of stress, however, are manifold. Just getting to work on time may also be a major cause. At the workplace, stress can be caused by not having enough to do, not facing sufficient challenges or simply being in a job that does not suit the person. At the other end of the scale is overwork and job insecurity. Furthermore, there may also be ergonomic reasons for stress such as cramped working conditions, a faulty chair, and a desk at the wrong height, a smoky office or defective air-conditioning.
3. Stress manifests itself in many ways. The most common symptoms are headaches, backaches, and shortness of breath, skin disorders, heart palpitations, gastric problems and sleeping disorders. There is also poor concentration, poor memory and loss of self-confidence. Doing some fun activities helps to relieve stress. Other major health problems such as depression, repetitive strain injury and heart problems may follow these symptoms. All these symptoms give rise to inefficient work practices, increased medical leave and consequently loss of productivity. Companies are finally beginning to take notice and are starting to invest in their employees' health as a natural cost of doing business.
4. Companies are taking the necessary measures to overcome stress-related problems with the hope that there will be heightened efficiency at the workplace and lower absenteeism. But at the end of the day it is up to the individual. The art of stress management is not something that can be picked up overnight, it is something that an individual has to perfect and improve on throughout his lifetime. The key is 'healthy body, healthy mind'.
5. Diet should be kept in check with smoking and drinking under control. Consider investing in a home gym. Which can be set up at a reasonable cost consisting of basic equipment such as an exercise bench, a pair of dumb-bells and an exercise bike.
6. Receiving a massage is another tried and tested form of physical relaxation, guaranteed to reduce both mental and physical stress levels the two most popular forms of massages are the Japanese and Swedish massages. A Japanese *Shiatsu* massage focuses on specific points of the body where energy is blocked, while the Swedish massage involves stroking with oils to stimulate blood circulation. A massage does not take long and it is not expensive. The different types of massages and aromatherapy techniques have different effects with some for relaxation and some for stimulation; all guaranteed to make you feel invigorated or enlivened after a hard day.
7. Another way of reducing stress is the century-old and hugely popular practice of yoga. A beginner taking up yoga may find the posture and breathing exercises beneficial. But yoga goes way beyond that as it deals with the inner organism (the mind, the respiratory and digestive organs) - inner harmony first - and when the inner organism is working properly, then physical fitness can be achieved. In stress management, the most important thing is to recognise the symptoms of stress early and to act before they become something serious.

Source: [www.englishdaily626.com/summary.php? 25](http://www.englishdaily626.com/summary.php? 25) (Passage No. 43)



- a) Write down the topic sentence of the second paragraph. (2)
  - (i) Write down the topic of the sentence you selected in (a). (2)
  - (ii) Write down the controlling idea of your topic sentence. (2)
- b) List (write down) two transitions found in paragraph 2. (2)
- c) List three main details in Paragraph 3 to expand or support the main idea of this paragraph. (3)
- d) There is an irrelevant sentence in paragraph 3. Identify it and write it down. (2)
- e) Identify the sentence fragment in paragraph 5 and correct it. (3)
- f) Find the comma splice in paragraph 4. Write it down and correct it. (2)
- g) Identify the run-on sentence in paragraph 6, write it down and correct it. (2)

**SECTION D: PARAGRAPH WRITING**

**(20 marks)**

Write a coherent paragraph on one of the topics below. Your paragraph should be about 100 to 120 words. You should use your own original ideas. This means that the content of your paragraph should not be copied from anywhere else otherwise your paragraph will not be marked. Please note that you are not asked to write an essay. If you write more than one paragraph, only the first paragraph will be marked.

- a) The best present I ever received
- b) The subject I like best and why
- c) Memories from the place where I was born
- d) The advantages and disadvantages of travelling by taxi
- e) My favourite soccer team

**[THE END]**