



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY  
FACULTY OF HUMAN SCIENCES**

**DEPARTMENT OF COMMUNICATION**

<b>QUALIFICATION: BACHELOR OF COMMUNICATION/BACHELOR OF ENGLISH</b>	
<b>QUALIFICATION CODE: 07BACO/07BAEN</b>	<b>LEVEL: 5</b>
<b>COURSE CODE: ICC511S</b>	<b>COURSE NAME: INTERCULTURAL COMMUNICATION</b>
<b>SESSION: JULY 2019</b>	<b>PAPER: THEORY</b>
<b>DURATION: 2 HOURS</b>	<b>MARKS: 100</b>

<b>SUPPLEMENTARY/SECOND OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	MR M. MHENE  DR C. PEEL
<b>MODERATOR:</b>	<b>DR. N. MPOFU</b>

<b>INSTRUCTIONS</b>	
1. Answer TWO questions. 2. Write clearly and neatly. 3. Number the answers clearly.	

**PERMISSIBLE MATERIALS**

**THIS QUESTION PAPER CONSISTS OF 2 PAGES (including this front page)**

**Answer two questions (Total =50 marks x 2 = 100%)**

**Question 1**

**(25 marks)**

"Culture is defined as a learned meaning system that consists of patterns of traditions, beliefs, values, norms, meanings and symbols that are shared to varying degrees by interacting members of a community". In light of the above definition, describe the three levels of culture and provide concrete examples for each level. **( 600 words)**

**Question 2**

**(25 marks)**

Culture shock is an inevitably stressful and disorienting experience. Write an essay with special consideration of the following:

- (i) definition of culture shock;
- (ii) underlying factors;
- (iii) the stages of intercultural adjustment;
- (iv) managing culture shock effectively.

**(600 words)**

**Question 3**

**(25 marks)**

Providing real-life examples, discuss how an intercultural communicator can contribute to helping in intercultural conflict situations at the workplace. **(600 words)**

**Question 4**

**(25 marks)**

On an everyday intercultural communication level we need to develop a keen mindfulness of eight guidelines or principles. Describe the eight principles or guidelines and how they help people to develop a keen sense of adaptability in any intercultural related process.

**(600 words)**

**END OF PAPER**