



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF HUMANITIES, TECHNICAL AND VOCATIONAL TRAINING

DEPARTMENT OF TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING

QUALIFICATION: VARIOUS	
QUALIFICATION CODE: VARIOUS	LEVEL: 6
COURSE CODE: PCO611S	COURSE NAME: PROFESSIONAL COMMUNICATION
SESSION: JUNE 2022	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Ms E. #Gawas
MODERATOR:	Ms J. Mungenga

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Write clearly and neatly.3. Number the answers clearly.

PERMISSIBLE MATERIALS

1. Examination paper
2. Examination script

THIS QUESTION PAPER CONSISTS OF 6 PAGES (Including this front page)

Question 1**[15]**

Read the workplace scenario below and answer the questions that follow.

Dr Oz has been sitting quietly in his office thinking about how to assist Allison, who is not very literate and works as a new receptionist for his consultancy. After a while, he calls her to his office and asks her about her favourite colours and what she associates them with. He listens attentively, whilst making notes, as Allison explains. "So you like, pink because it reminds you of your daughter when she was a little girl and you like blue because it reminds you of your son when he was younger?" Doctor Oz suggests that sorts patient files according to the two colours because he thinks it will assist her in executing her job well. Allison gladly accepts and leaves the office with a satisfied smile.

1.1 Use Lasswell's communication model to state and answer all pertinent questions in order to analyse the conversation between Dr Oz and Allison. (10)

1.2 Identify examples of the following types of communication: (5)

1.2.1 Intrapersonal communication

1.2.2 Visual semiology

1.2.3 What type of listening did Dr Oz employ when Allison was explaining?

1.2.4 Circle the letter of the type of response Dr Oz offered Allison:

A. Probing

C. Deflecting

D. Advising

1.2.5 Quote from the paragraph to substantiate your answer in 1.2.4.

Question 2**[15]**

Read the meeting scenario and answer the questions that follow.

A local Namibian company has an Indian national, Mr Hunar – a Hindu by faith, visiting their office to share some business best practices. The Communications Officer, Mr. Kahimise, who is from the Ovaherero tribe, is tasked to take the Indian colleague to lunch. He takes Mr Hunar to Nyama Restaurant, whose forte is different kinds of meat but Mr Kahimise wants the visitor to try the finest Namibian beef. "How dare you insult me like?" shouts Mr Hunar whilst Mr Kahimise places the order with the waiter. Mr Kahimise looks at Mr Hunar shocked and confused.

2.1 List the interconnected contexts (5) in intercultural communication and extract examples from the scenario above to substantiate your answers. (15)

Question 3

[3 x 5=15]

- a) Write the letter of the fallacy that matches the provided example. (1)
b) Explain your choice in a). (2)

3.1. "We cannot trust anything First Lady Geingos says because she married an older man."

- A – Hasty generalization
- B – Post Hoc
- C – Weak analogy
- D – Ad hominem

3.2 "Campaigning for and voting for the ruling party is the best way to show that you care about the governance of Namibia."

- A – Hasty generalization
- B – Post Hoc
- C – Weak analogy
- D – Ad hominem

3.3 "Either finish school or look forward to an unplanned pregnancy and becoming an alcoholic."

- A – False Dichotomy
- B – Post Hoc
- C – Weak analogy
- D – Ad hominem

3.4 "If South Africa bans foreigners from entering their country, eventually Namibia will follow suit and do the same. So we should not ban foreigners because it will affect us economically"

- A – Red Herring
- B – Slippery slope
- C – Moral equivalence
- D – Post Hoc

3.5 "If NUST does not allow poor students to register for their studies, how will they further their education and complete their qualifications?"

- A – Red Herring
- B – Slippery slope
- C – Appeal to pity
- D – Post Hoc

Question 4

[15]

You are facilitating a meeting and one employee has talked for 10 minutes about an issue that was not on the agenda. You sense that the rest of the group is tired of the discussion and wants to move on. The same employee also keeps cutting other people off before they are finished completing their thoughts. Later during the same meeting, two participants are chatting making it difficult for others to focus on the agenda item being discussed.

4.1 Name and discuss 5 key issues the chair could have done to conduct the meeting in the scenario effectively. (11)


4.2 Match the meeting terminologies in column A with their correct meaning in column B. Only write the correct letter next to the number, e.g. 1.B (4)

Column A	Column B
1. Sine die	A. Beyond the authority of the meeting to consider
2. Ultra vires	B. Meeting held in private/ behind closed doors
3. In camera	C. On behalf of another person
4. Proxy	D. Without a day or indefinitely

Question 5

[15]

5.1 The email below requires a certain type of digital literacy.

From: GlobalPay <VT@globalpay.com> 
 Subject: Restore your account
 Date: February 7, 2014 3:47:02 AM MST
 To: David

Hide

1 Attachment, 7 KB Save ▾ Quick Look

Dear customer,

We regret to inform you that your account has been restricted.
 To continue using our services please download the file attached to this e-mail and update your login information.

© GlobalPaymentsInc



[update2816.html \(7 KB\)](#)

- a) Identify the type of digital literacy required when you receive an email like the above. (2)
- b) Explain the basic meaning of the literacy identified in a) (3)
- c) Give a brief explanation of the literacy with reference to the picture. (4)
- d) Name one other digital literacy that could assist the literacy you named in a) and substantiate your answer. (4)

5.2 Explain two benefits of the printed format. (2)

Question 6 [13]

6.1 Match the type of conflict in column A with the correct scenario in column B. Only write the correct letter next to the number, e.g. 1.D (2x4=8)

Column A	Column B
1. Different workstyle conflict	A. If a salesperson within the company is constantly late in handing in the monthly sales figures it causes the Accountant to always be late with her/his monthly reports.
2. Interdependency-based conflict	B. Some workers might prefer to start a project a month in advance while some might work better on a project when there is a week remaining to the dateline.

3. Diversity based conflict	C. Kilmann's competing and avoiding conflict modes.
4. Personality based conflict	D. When a company has employees that have to observe the Ramadan.

6.2 Write whether the following statements are true or false. (4)

A. When you collaborate you accede to the other party and maintain harmony.

B. When compromising the outcome is accepted by all and relationships are undamaged.

6.3 Name the ideal Thomas Kilmann conflict mode. (1)

Question 7 (12)

Imagine you are busy compiling your CV and Ms Emelda #Gawas has agreed that you may add her as a reference. Illustrate how you would list Ms #Gawas as a reference on your CV.

END OF QUESTION PAPER