



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE; HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF COMMUNICATION AND LANGUAGES

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SECOND OPPORTUNITY EXAMINATION – QUESTION PAPER	
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INSTRUCTIONS
<ol style="list-style-type: none">1. Read the instructions carefully before answering the questions2. Answer ALL the questions.3. Write clearly and neatly.

THIS PAPER CONSISTS OF 9 PAGES (Including this front page)

Read the following passage and answer all the questions that follow

Control anger before it controls you

1. Anger is “an emotional state that varies in intensity from mild irritation to intense fury and rage,” according to Charles Spielberger, PhD, a psychologist who specializes in the study of anger. Like other emotions, it is accompanied by physiological and biological changes; when you get angry, your heart rate and blood pressure go up, as do the levels of your energy hormones, adrenaline, and noradrenaline. Anger can be caused by both external and internal events. You could be angry at a specific person (such as a coworker or supervisor) or event (a traffic jam, a canceled flight), or your anger could be caused by worrying or brooding about your personal problems. Memories of traumatic or enraging events can also trigger angry feelings.
2. 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 behaviors, which allow us to fight and to defend ourselves when we are attacked. A certain amount of anger, therefore, is necessary to our survival. On the other hand, we can not 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—not aggressive—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 does not 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 behavior. The danger in this type of response is that if it is not allowed outward expression, your anger can turn inward—on yourself. Anger turned inward may cause hypertension, high blood pressure, or depression.
5. Unexpressed anger can create other problems. It can lead to pathological expressions of anger, such as passive-aggressive behavior (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, criticizing everything, and making cynical comments haven’t learned how to constructively express their anger. Not surprisingly, they are not likely to have many successful relationships.
6. Finally, you can calm down inside. This means not just controlling your outward behavior, but also controlling your internal responses, taking steps to lower your heart rate, calm yourself down, and let the feelings subside. As Dr. Spielberger notes, “when none of these three techniques work, that is when someone—or something—is going to get hurt.”
7. The goal of anger management is to reduce both your emotional feelings and the physiological arousal that anger causes. You can not 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. There are psychological tests that measure the intensity of angry feelings, how prone to anger you are, and how well you handle it. But chances are good that if you do have a problem with anger, you already know it. If you find yourself acting in ways that seem out of control and frightening, you might need help finding better ways to deal with this emotion.

9. According to Jerry Deffenbacher, PhD, a psychologist who specializes in anger management, some people really are more “**hotheaded**” than others are; they get angry more easily and more intensely than the average person does. There are also those who do not 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. People who are easily angered generally have what some psychologists call 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 not take things in stride, and they are particularly infuriated if the situation seems somehow unjust: for example, being corrected for a minor mistake.

10. What makes these people this way? A number of things. One cause may be genetic or physiological: There is evidence that some children are born irritable, touchy, and easily angered, and that these signs are present from a very early age. Another may be sociocultural. Anger is often regarded as negative; we are taught that it is all right to express anxiety, depression, or other emotions but not to express anger. As a result, we do not learn how to handle it or channel it constructively. Research has also found that family background plays a role. Typically, people who are easily angered come from families that are disruptive, chaotic, and not skilled at emotional communications.

Adapted from: [https://www.examenglish.com/CAE/cae_reading_use_of_english5.htm]

1. State three things that rise when one is angry. (3)

2. Mention two specific factors that can cause anger. (2)

3. According to the passage, what is the best way to express anger? (2)

4. State one main supporting idea expressed in paragraph 4. (2)

5. According to the passage, how can anger be managed? (2)

6. What is the main idea expressed in paragraph 5? (2)

7. “ When none of these three techniques work, that’s when someone or something- is going to get hurt” said Dr. Spielberger. State the three techniques that Dr Spielberger is referring to. (3)

8. Apart from cursing and throwing things, state three ways how easily angered people get affected? (3)

9. According to the passage, the term “ hot-headed” (para.9) refers to: (1)
 - a. People who can control their anger

 - b. People who are slow to get angry

- c. People who get angry more easily
 - d. People who get angry more intensely
 - e. both C and D
10. According to the passage, what causes easily angered people to be the way they are? (1)
- a. Genetic or physiological
 - b. Sociocultural
 - c. Family background
 - d. All of the above
11. What signs are there from a very early age that someone is an easily angered person?(3)
12. Why don't people learn how to handle anger or channel it constructively? (2)
13. State whether the following statements are **TRUE** or **FALSE**
- 13.1 Anger is totally destructive and there is nothing good about it . (1)
 - 13.2 Suppressed anger can affect a person's well-being. (1)
14. Find words from paragraph 9 that match the following definitions. (2)
- 14.1 with extreme force or strength
 - 14.2 be silent,morose,and bad-tempered out of annoyance or disappointment

SECTION B: GRAMMAR

[30]

Read the following passage and answer all the questions that follow

The nature of anger

1. Anger is "an emotional state that varies in intensity from mild irritation to intense fury and rage," according to Charles Spielberger, PhD, a psychologist who specialises in the study of anger. Like other emotions, it is accompanied by physiological and biological changes; when you get angry, your heart rate and blood pressure go up, as do the levels of your energy hormones, adrenaline, and noradrenaline. Anger can be caused by both external and internal events. You could be angry at a specific person (such as a coworker or supervisor) or event (a traffic jam, a canceled flight), or your anger could be caused by worrying or brooding about your personal problems. Memories of traumatic or enraging events can also trigger angry feelings.

Problem solving

2. Sometimes, our **2.1 anger** and frustration are caused by very real and inescapable problems in our lives. **Not all anger is misplaced, and often it is a healthy, natural response to these difficulties.** There is also a cultural belief that every problem has a solution, and it adds to our **2.2 frustration** to find out

that this is not always the case. The best attitude to bring to such a situation, then, is not to focus on finding the solution, but rather on how you handle and face the problem. Make a plan, and check your progress along the way. Resolve to give it your best, but also not to punish yourself if an answer does not come right away. If you can approach it with your best intentions and efforts and make a serious attempt to face it head-on, you will be less likely to lose patience and fall into all-or-nothing thinking, even if the problem does not get solved right away.

3. Angry people tend to jump to—and act on—conclusions, and some of those conclusions can be very inaccurate. The first thing to do if you're in a heated discussion is slow down and think **through** your responses. Don't say the first thing that comes into your **2.3 head**, but slow down and think carefully about what you want to say. At the same time, listen carefully to what the other **2.4 person** is saying and take your time before answering. Listen, too, to what is underlying the anger. For instance, you like a certain amount of **freedom** and personal space, and your "significant other" wants more connection and closeness. If he or she starts complaining about your activities, do not retaliate by painting your partner as a jailer, a warden, or **2.5 chainwheel** around your neck. It is natural to get defensive **when** you are criticized, but don't fight back. Instead, listen to what's underlying the **words**: the message that this person might feel neglected and unloved. It may take a lot of patient questioning on your part, and it may require some breathing space, but do not let your anger—or a partner's—let a discussion spin out of control. Keeping your cool can keep the situation from becoming a disastrous one. What these techniques have in common is a refusal to take yourself too **seriously**. Anger is a serious emotion, but it is often accompanied by ideas that, if examined, can make you **laugh**.

4. *Sometimes it is our immediate surroundings that give us cause for irritation and fury.* Problems and responsibilities can weigh on you and make you feel angry at the "trap" you seem to have fallen into and all the people and things that form that trap. Give yourself a break. Make sure you have some "personal time" scheduled for times of the day that you know are particularly stressful. One example is the working mother who has a standing rule that when she comes home from work, for the first 15 minutes "nobody talks to Mom unless the house is on fire." After this brief quiet time, she feels better prepared to handle demands from her kids without blowing up at them.

5. Remember, you can not eliminate anger—and it would not be a good idea if you could. In spite of all your efforts, things will happen that will cause you anger; and sometimes it will be justifiable anger. Life will be filled with frustration, pain, loss, and the unpredictable actions of others. You can not change that; but you can change the way you let such events affect you. Controlling your angry responses can keep them from making you even more unhappy in the long run.

Adapted from: [https://www.examenglish.com/CAE/cae_reading_use_of_english5.htm]

1. Name the highlighted parts of speech as used in the context of the article in paragraph 3. (5)
 - A. through
 - B. freedom
 - C. seriously
 - D. when
 - E. laugh
2. Analyse the following words that are underlined and written in bold in paragraphs 2 and 3 and specify what kind of common nouns they are. (5)
 - 2.1 anger (para 2)
 - 2.2 frustration (2)

2.3 head (para 3)

2.4 Person (para 3)

2.5 Chainwheel (3)

3. State the tense of the sentence below as reflected in paragraph 2. (2)

Not all anger is misplaced, and often it's a healthy, natural response to these difficulties

- 3.1 Write the sentence referred to in 3 in the following tenses:

3.1.1 Future simple (2)

3.1.2 Present continuous simple (2)

3.1.3 Past simple (2)

4. Write the sentence written in bold and italics in paragraph 4 in the following forms:

(Sentence: Sometimes it is our immediate surroundings that give us cause for irritation and fury.)

4.1 Negative form (2)

4.2 Question form (2)

5. For any statement or sentence in English to be correct, the subject verb agreement (rule of concord) is key. In the following sentences, (a) identify the subject(s) and verbs(s), and (c) indicate whether the subject and verb agree or disagree (d) indicate the object or if there is no object clearly state that there is no object.

5.1 Your heart rate goes up when angry. (4)

- a. Subject
- b. verb (s)
- c. Agree/disagree
- d. object

5.2 Controlling your angry responses can keeps them from making you even more unhappy

in the long run. (4)

- a. Subject
- b. Verb (s)
- c. Agree/disagree
- d. Object

SECTION C: ESSAY AND PARAGRAPH ANALYSIS

[30]

Based on the structure of an academic essay that you were taught in this course, analyse the essay below and then answer the questions that follow.

How to prevent cancer, by Mayo Clinic Staff

1 **A** Are you concerned about cancer prevention? **B** You have probably heard conflicting reports about cancer prevention. **C** Sometimes a specific cancer-prevention tip recommended in one study is advised against in another. **D** So, if you are interested in preventing cancer, take charge by making changes such as eating a healthy diet, being physically fit, and protecting yourself from harmful sun rays. **E** Consider these cancer-prevention tips.

2 Although making healthy selections at the grocery store and at mealtime cannot guarantee cancer prevention, it might reduce your risk. To begin with, consider eating plenty of fruits and vegetables. Base your diet on fruits, vegetables and other foods from plant sources, such as whole grains and beans. Also, if you choose to drink alcohol, do so only in moderation. The risk of various types of cancer, including cancer of the breast, colon, and liver, increases with the amount of alcohol you drink and the length of time you have been drinking regularly. Studies indicate how pregnant women are at a high risk of brain cancer. Furthermore, limit processed meats. A report from the International Agency for Research on Cancer has concluded that eating large amounts of processed meat can slightly increase the risk of certain types of cancer.

3 In addition, physical activity counts. While physical activity helps you to control your weight. It also lowers the risk of breast and colon cancers. Adults who participate in any amount of physical activity gain some health benefits. However, for substantial health benefits, strive to get at least 150 minutes a week of moderate aerobic activity, or 75 minutes a week of vigorous aerobic activity. You can also do a combination of moderate and vigorous activity thus, physically activity might lower the risk of various types of cancer.

4 Lastly, cancer prevention includes protection from the natural sunlight. Firstly, avoid midday sun. Skin cancer that is caused by the sun is one of the most common kinds of cancer, but it is preventable. Stay out of the sun between 10 a.m. and 4 p.m., when the sun's rays are very strong. Also, cover exposed areas. Wear tightly woven, loose fitting clothing that covers as much of your skin as possible. Opt for bright or dark colors, which reflect more ultraviolet radiation than do pastels or bleached cotton. Then, stay in the shade. When you are outdoors, stay in the shade as much as possible, sunglasses and a broad-brimmed hat help, too. Natural sunlight can be damaging.

5 **A** Often, what is known about cancer prevention is still evolving. **B** However, it is well accepted that your chances of developing cancer are affected by the lifestyle choices you make. **C** Thus, an unhealthy diet, lack of physical activity and uncontrollable exposure to the sun put you on a collision

course with cancer. **D So, if you're interested in preventing cancer.** Take comfort in the fact that simple lifestyle changes can make a difference.

Adapted from: <https://www.mayoclinic.org/healthy-lifestyle/>

1. Which of the sentences numbered A to E in Paragraph 1 is the thesis statement of this essay? (2)
2. Which strategy is used to introduce the topic under discussion in this essay? (1)
3. Identify and write down an irrelevant sentence in Paragraph 2 (1)
4. Identify any transitional word or phrase that is used to link ideas between paragraphs. (1)
5. Identify any 3 transitional words that are used to connect ideas within Paragraph 4 (3)
6. Choose the most appropriate answer from the options given below.
 - 6.1 The first sentence that is underlined in Paragraph 2 is
 - A The first supporting sentence/evidence
 - B a topic sentence.
 - C development of the first supporting sentence.
 - D the second supporting sentence/evidence. (1)
 - 6.2 The second sentence that is underlined in Paragraph 2 is
 - A the first supporting sentence/evidence.
 - B a topic sentence.
 - C the second supporting sentence/evidence.
 - D the last supporting sentence/evidence. (1)
7. List three main components of a well-structured body paragraph. (3)
8. Choose any two supporting ideas presented in Paragraph 2. (2)
 - A How natural sunlight can be damaging
 - B Covering exposed areas of the body
 - C Staying in the shades
 - D Wearing tightly woven, loose fitting clothes
9. What is the function of the sentence "Natural sunlight can be damaging" in Paragraph 4? (1)
10. Identify and write down the following sentence errors in Paragraph 3:
 - 10.1 A sentence fragment (2)
 - 10.2 A run-on (2)
11. Rewrite and grammatically correct the sentence identified in question 10.2 above. (2)

12. What type of a sentence error is the sentence underlined and written in bold in Paragraph 5? Explain how it can be corrected. (3)

Type of sentence error:

How it can be corrected:

13. The sentence below was taken from Paragraph 3. Rewrite it to indicate clearly the topic and the controlling idea.

Sentence: Lastly, cancer prevention includes protection from the natural sunlight.

13.1 Topic: (1)

13.2 Controlling idea (1)

14. Identify a sentence in Paragraph 5 that best summarises the ideas presented in the essay above. The sentences are numbered A- D; thus, write only the letter of the correct answer. (2)

15. Among the three types of essays that were taught in this course, what type is the essay above? (1)

SECTION D: PARAGRAPH WRITING [10]

Imagine you are writing a complete essay. Choose any one of the prompts hereunder and write a body paragraph of about 100-150 words. Pay attention to structure, coherence, punctuation, and language. Begin the paragraph with a clear and suitable topic sentence. NB: Do not write a complete essay.

1. Social media is a successful influencer. Discuss your views.
2. Life is such a great teacher.
3. A lie I will never forget.
4. The most interesting movie I have ever watched. Explain why you consider that movie to be the most interesting.
5. Education is the greatest equaliser.