



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF COMMUNICATION AND LANGUAGES

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| QUALIFICATION: VARIOUS | |
| QUALIFICATION CODE: VARIOUS | LEVEL: 6 |
| COURSE CODE: PCO611S | COURSE NAME: PROFESSIONAL COMMUNICATION |
| DATE: DECEMBER 2025 | PAPER: THEORY |
| DURATION: 3 HOURS | MARKS: 100 |

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| SECOND OPPORTUNITY EXAMINATION | |
| EXAMINERS: | Dr C. Sibatani |
| MODERATOR: | Ms J. Mungenga |

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| 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 EXAMINATION CONSISTS OF 7 PAGES (INCLUDING THIS FRONT PAGE).

QUESTION 1**[15]**

1.1 Read the passage below, then use Laswell’s communication model to provide the five questions and find examples from the passage to answer those questions. (10)

(5 marks for the questions and 5 marks for the answers)

“Good morning, class. We will shift our science project focus from wind models to solar energy experiments to improve learning and boost our chances at the school exhibition. Our goal is to build three working solar prototypes in two months. "Please review the new schedule and prepare to discuss role adjustments in our next session," said the science teacher. ‘That sounds great! Will we get guidance on assembling the solar kits?’ asked the student leader. The teacher replied that a training workshop was set for next week, with invitations to follow soon. The student further asked how progress would be assessed. The teacher explained that functional models, accuracy of results, teamwork, and presentation quality would be tracked, and a detailed rubric would be shared later today.”

1.2 Match the following types of communication to the given examples. (5)

(Answer like this: 6=f)

1. Interpersonal Communication
2. Intrapersonal Communication
3. Nonverbal Communication – Kinesics
4. Nonverbal Communication—Proxemics
5. Mass Communication

(a) During a meeting, a manager nods and smiles to encourage an employee, using body language instead of words.

(b) At a party, two people stand very close while talking, showing familiarity, while a stranger keeps a larger distance to show respect.

(c) Two friends sit in a café discussing their weekend plans, exchanging ideas and feelings directly with each other.

(d) A local radio station broadcasts a news bulletin to thousands of listeners across the city.

(e) A student silently talks to themselves while deciding which course to take next semester.

QUESTION 2

[20]

2.1 Read the passage below that demonstrates obstructions of effective communication. Then, provide examples of the barriers of communication listed below. (2x5=10)

A Kenyan student assumes that a Japanese classmate is naturally skilled in mathematics, while in a workplace a manager avoids assigning technology-related tasks to employees from rural areas, thinking they might not perform well. In another case, a Namibian shop owner refuses to serve Congolese customers because they are foreigners. During a cultural exchange, a German student treats their own traditions as more valuable than those of others. At a hospital in Windhoek, a nurse who speaks only Oshiwambo struggles to communicate with a patient who understands only Portuguese, leading to confusion about treatment.

1. Stereotyping
2. Prejudice
3. Xenophobia
4. Ethnocentrism
5. Difference in spoken languages

2.2 Read the passage below and find examples for the five interconnected contexts of intercultural communication listed below. (2x5=10)

Two students, one Namibian and one Zimbabwean, meet to work on a group project. They discuss ideas in a busy shopping mall, where the noise and movement make it hard to focus. The Namibian student sees short pauses in conversation as thoughtful, while the Zimbabwean student interprets them as hesitation. The Namibian student belongs to a Zulu cultural group that values respect for elders, while the Zimbabwean student comes from a Shona background that emphasizes speaking openly and directly. The Namibian student is older and has been chosen as the team leader, while the Zimbabwean student is younger and expected to follow instructions respectfully. Both students come from countries with different general cultural

values: the Namibian values patience, group consensus, and indirect communication, while the Zimbabwean values assertiveness, efficiency, and direct communication.

1. Environmental Context
2. Perceptual Context
3. Microcultural Context
4. Sociorelational Context
5. Cultural Context

QUESTION 3

[15]

3.1 Match the types of meeting to the correct scenario.

(5)

(Answer like this: 6=g)

1. Information/Progress Report Meeting
2. Creative / Brainstorming Meeting
3. Motivational / Team Building Meeting
4. Problem-Solving Meeting
5. Decision-Making Meeting

(a) A Windhoek-based delivery company meets to tackle frequent delays caused by traffic and poor road conditions.

(b) A village water committee meets to decide how to allocate funds for borehole repairs before the rainy season.

(c) A local radio station in Katima Mulilo meets to brainstorm ideas for a new youth-targeted talk show.

(d) A wildlife conservation NGO in Etosha meets to report on recent rhino tracking data and patrol activities.

(e) Teachers at a rural school near Rundu hold a fun session to celebrate exam results and motivate each other before the new term.

3.2 There are different terminologies used in meetings. Name them as per the description given. (2x5=10)

- (a) To call a meeting
- (b) All being in favour of
- (c) Literally, on behalf of another person
- (d) One who speaks against a motion
- (e) A meeting called for all members to discuss a serious issue affecting all.

QUESTION 4

[20]

4.1 For the meeting to be effective, there should be procedures to be followed. Now, study the scenarios herewith and match each procedure to the correct procedure. (2x6=12)

(Answer like this: 7=g)

1. Plan a Meeting
2. Follow the Agenda
3. Move the Discussion Along
4. Control Those Who Talk Too Much
5. Encourage Participation
6. Control Time

a. At a local tourism startup in Swakopmund, the team leader keeps the discussion on track during a weekly review. When conversation drifts into unrelated personal stories, the leader politely redirects the group back to the main topic, ensuring that all agenda items are covered within the hour.

b. A donor reporting meeting at an NGO office in Keetmanshoop is scheduled for exactly one hour. A timekeeper is assigned, and each agenda item is given a strict time limit. The chairperson watches the clock and gently moves things along when needed, ensuring the meeting ends on time with all objectives met.

c. During a school board meeting at a private school in Windhoek, the chairperson ensures that the team sticks to the printed agenda. Each item, ranging from exam schedules to budget

planning, is discussed in order. Off-topic issues are noted for a future meeting, keeping the discussion focused and productive.

d. In a youth entrepreneurship workshop in Katutura, the facilitator actively invites quiet participants to share their views. Small group activities and open-ended questions help everyone feel included, resulting in a wide range of ideas and more engagement.

e. A regional health office in Ondangwa schedules a quarterly strategy meeting two weeks in advance. The organiser sends out invites with the date, venue, objectives, and required reports. All participants arrive prepared, with relevant data and updates, allowing the meeting to begin on time and run smoothly.

f. During a regional farmers' association meeting in the Zambezi Region, the chairperson tactfully limits a vocal member's long-winded comments by thanking them for their input and inviting others to speak. This creates a more balanced space where all members can contribute.

4.2 Name the fallacies of the descriptions below.

(2x4=8)

1. "If we don't build the new clinic this year, the whole village will suffer."
2. "If we allow remote work on Fridays, soon no one will come to the office at all."
3. "Don't listen to Temba's proposal; he failed Grade 12."
4. "Please approve my funding request, I have five kids to support."

QUESTION 5

[10]

5.1 Professional communication has been saturated with new technological ways of communicating. Name any five of them. (5)

5.2 Although technology has made life easier in many areas, it has some disadvantages in professional communication. State any five disadvantages of communication you have learnt. (5)

QUESTION 6

[10]

6.4 Imagine yourself as the appointed mediator in the conflict between two colleagues; give five effective strategies you would use to resolve the conflict. (2x5=10)

QUESTION 7

[10]

Good language usage is very important in professional communication. It is also very important to edit written communication before disseminating. There are several words that are commonly confused in the English language; choose the correct words for the context/meaning of the sentences.

1. The new training had a positive affect / effect on staff performance.
2. The manager will advice / advise the team during the meeting.
3. The secretary ordered new stationery / stationary for the office.
4. The principal / principle of the company attended the investors' meeting.
5. The new software is a great complement / compliment to our existing system.

-THE END-