



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF HUMAN SCIENCES

DEPARTMENT OF TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING

QUALIFICATION: VARIOUS	
QUALIFICATION CODE: VARIOUS	LEVEL: 6
COURSE CODE: PCO 611S	COURSE NAME: PROFESSIONAL COMMUNICATION
SESSION: NOVEMBER 2019	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Ms E. /Ucham Ms J. Eiseb
MODERATOR:	Ms I. Bezuidenhout

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 7 PAGES (Including this front page)

Question 1**[22]****Read the scenario below and answer the questions that follow.**

Employee X goes to the manager's office because he is sick with 'back pain' and the manager sympathetically puts his hand on his shoulder and tells him to see a doctor for a sick note. He duly visits his doctor and after a thorough examination is booked off for a week and told to rest, despite him complaining about not having anybody to take care of his duties and responsibilities at work. At the end of the week he goes back to the doctor and is booked off for a further 2 weeks as the pain has not resolved. He is disappointed because he thinks to himself how his boss will not be impressed with him being booked off for so long. By the end of the 3rd week the pain is a little better so he returns to work. Residual pain impairs his performance, and a dip in morale following his 2 weeks out of work, impacts his productivity so that after being back at work for 2 weeks, he requires an additional week off. This pattern continues.

Cost: \$2,596 (based on 3 weeks temporary cover at salary of \$45,000).

In addition to this there are ongoing cost implications of lowered productivity and the likelihood of the case becoming a gradual process claim which could run to thousands of dollars.

Adapted from: <https://www.willisstreetphysiotherapy.co.nz/examples-of-workplace-scenarios>

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

1.2 Identify examples of the following types of communication from the text:

1.2.1 Interpersonal communication (2)

1.2.2 Intrapersonal communication (2)

1.2.3 Tacesics (2)

1.2.4 Proxemics between Employee X and the Doctor (2)

1.3 How would you categorize Employee X, using Keirsey's temperaments. Quote two words from the text to substantiate your answer. (2)

1.4 What type of listening does the doctor engage in when he examines Employee X? (2)

Question 2**[19]****Read the meeting scenario below and answer the questions that follow.**

A company that imports medical equipment from various parts of the world is **convening**¹ a meeting to discuss standard monthly issues and a possible venue for an upcoming conference. The company employs 16 people of which nine (9) are present at the meeting, including the

chairperson and secretary. They are sitting at a long meeting table, with the chairperson on one side and everybody else facing him. Mrs Haufiku from the Accounting Department is very quiet and yawning behind her hand. Mr Swartbooi talks a lot and deviates from the topic. Mr Tjitendero and Ms Beukes continue to talk privately between themselves. The meeting is supposed to start at 09h00 and end at 10h30.

Chairperson: Morning everyone. Sorry we are a bit late in starting. I'd like to open the meeting now. Welcome to Manfred who joined the company this month. Surihe sends apologies for not being here – she had an important client meeting to attend to. Are there any other apologies?

Secretary: No sir, but I have Rebecca's **proxy**² for our choice of conference venue.

Chairperson: Thank you, Charlotte. I see there are quite a number of people absent without apology but we will proceed with the meeting since we are a **quorum**.³ I presume you have all received and read the minutes of the previous meeting. Can we accept them as correct?

Niklaas Swartbooi: How come Rebecca's client visits are more important than mine?

Chairperson: Niklaas, can we please stick to today's **agenda**.⁴ We have a lot to cover.

Mr Tjitendero

(whispers to Ms Beukes): Niklaas has got a point.

Ndapewa Indongo: There is one error in the previous minutes – it says I had to get seven quotes for the conference venue instead of three.

Chairperson: Thank you Ndapewa. Let me correct that now. If there are no other remarks can someone propose that the minutes are a true reflection of the meeting and thus correct?

Martha Stewart: I propose.

Chairperson: Can someone else **second**⁵ that?

Manfred: I second that.

Ms Beukes

(to Mr Tjitendero): These meetings are so boring -month in, month out.

Chairperson: Can we look at the next item on the agenda? The choice of conference venue.

Mrs Kamwi: I suppose we are going to waste money at some fancy resort again. Let's just have the conference in our own boardroom.

Secretary: But I like going away. I get away from domestic duties for a few days.

Niklaas Swartbooi: I see the three quotes are all for Windhoek. I like Swakop, at least it's cooler there.

Chairperson: The Accounting Department had to decide for us, due to budgetary constraints. They held a meeting **in camera**⁶ in which they had to decide on a venue but had to **adjourn**⁷ that meeting **sine die**⁸ due to other pressing matters. Thus, the reason for the conference venue on the agenda. Can we all please remember the reason for the meeting. We need to reach a decision by the time we leave. Since we do not have a lot of time we cannot call an **extraordinary meeting**.⁹

Niklaas Swartbooi: So it was not a **unanimous**¹⁰ decision then?

.....

2.1 List and explain the meaning of the different meeting terminology numbered and highlighted in bold, in the text. (10)

2.2 Identify (1), explain (1) and analyse by quoting examples from the text,(1) three things that the chairperson has done well in terms of the guidelines for conducting an effective meeting discussed in this course. (3 x 3=9)

Question 3 [15]

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

3.1. "Providing daycare for toddlers is like herding cats."

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

b) Explain: _____

3.2 "We shouldn't even bother to interview that job applicant. He has a beard."

- A – Hasty generalization
- B – Post Hoc

C – Weak analogy

D – Ad hominem

b) Explain: _____

3.3 “When I had a headache, Panado worked for me, so it’s sure to work for you too.”

A – Hasty generalization

B – Post Hoc

C – Weak analogy

D – Ad hominem

b) Explain: _____

3.4 “The street kid who stole sweets and the guy who killed his girlfriend should both receive life sentences in prison.”

A – Red Herring

B – Slippery slope

C – Moral equivalence

D – Post Hoc

b) Explain: _____

3.5 “Many people who eat meat are overweight. Eating meat causes obesity.”

A – Red Herring

B – Slippery slope

C – Moral equivalence

D – Post Hoc

b) Explain: _____

Question 4

[4]

Match the barriers to effective intercultural communication in column A with their correct definition in column B. Only write the correct letter next to the number, e.g. 1.B

Column A	Column B
1. Ethnocentrism	A. Assigning a wide range of generalized attributes to an individual on the basis of membership in a particular culture
2. Xenophobia	B. The fear of communicating with people of different cultures or micro
3. Stereotyping	C. The belief that one’s culture is superior to another’s
4. Intercultural apprehension	D. The fear of strangers/foreigners

Question 5

[3+3=6]

Complete the table below by listing 3 differences between online and printed materials.

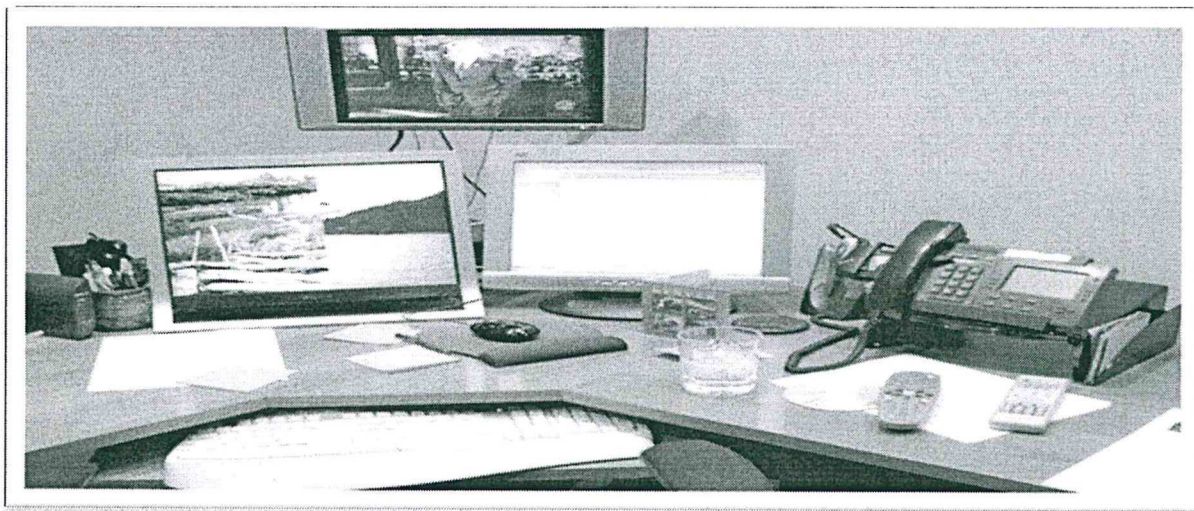
Online formats	Printed format

Question 6

[22]

6.1 Study the following picture that displays a typical work station and answer the questions that follow: (10)

- a) Mention 5 disadvantages of technology in business as discussed in this course.
- b) Add a very brief description for each of the disadvantages listed in a).



[https://thedenver.blogs.com/real_estate_relocation/2006/04/teleworking_is_.html]

6.2 Read the following paragraph, identify and correct the six spelling/grammatical errors. Only write the identified errors and their corrections. (6 x 2=12)

My name is John, Im a young professional. I have completed my first degree at NUST in 2017. I am busy with a post-graduate degree. I now how to work on MOODLE and their are very few things I do not know about Microsoft. I am available for an intevuew at your convenience. I dont use my cell phone during the day. However, you can send a massage via email.

Identified error	Correction
1.	1.
2.	2.

3.	3.
4.	4.
5.	5.
6.	6.

Question 7

[12]

7.1 Read the various scenarios below. Name each of the different types of conflict each represents. (4 x 2=8)

- a) Manager Saara likes to set high goals, she's a typical type-A personality. Sadly, this makes her subordinates feel like she is setting them up for failure.

- b) The previous supervisor always made a point to have weekly meetings allowing staff members to give input on the process to follow. However, since Tom Jones took over as supervisor the staff is struggling to adjust. Mr Tom Jones prefers to give orders as he sees fit without consulting staff members.

- c) Hilma and Sam were tasked to complete the department's report to be presented in three weeks time at the board meeting. Sam is very frustrated since he feels they have to start working on the report soonest, but Hima feels there is enough time for the task. Sam wants to complete the task immediately.

- d) Mr Shilongo has had enough of Mr Thomas making him look bad. Mr Shilongo struggles to submit his report on time since Mr Thomas is always late to enter the monthly sale figures. As the accountant, Mr Shilongo thus cannot submit his reports on time.

7.2 Give an example of diversity based conflict and explain your answer. (2x2=4)

END OF QUESTION PAPER