

PROGRAMME

: NATIONAL DIPLOMA
: ENGINEERING: CHEMICAL
: ENGINEERING: ELECTRICAL
: ENGINEERING INDUSTRIAL
: ENGINEERING: MECHANICAL
: ENGINEERING: METALLURGY
: EXTRACTION: METALLURGY
: TOWN AND REGIONAL PLANNING
: ENGINEERING MANAGEMENT
: CIVIL ENGINEERING

SUBJECT

: COMMUNICATION SKILLS MODULE A

CODE

: CSAA131/CSA121

PAPER

: FINAL SUMMATIVE ASSESSMENT OPPORTUNITY

DATE

: 4 JUNE 2015

DURATION

: (X-PAPER) 08:30-11:30

WEIGHT

: 50: 50

TOTAL MARKS

: 100

EXAMINER

: MR R. SIBANDA

MODERATOR

: DR. C. RAMHURRY

NUMBER OF PAGES

: 8 PAGES

NAMES OF LECTURERS:

J. Chikasha-Civil and Extraction
T. McCormick-Electrical
D. Kohaly-Mining and Metallurgy
T. Mabunda-Chemical and Mechanical
C. Ramhurry-Electrical and Town planning
R. Sibanda-Extraction and Mining

INSTRUCTIONS TO CANDIDATES:

1. Please indicate your course programme and your lecturer's name
2. Do not leave the venue without completing the register
3. Marks will be subtracted for poorly presented work.
4. Write in full grammatical sentences, *remember* spelling and grammar count!
5. Dictionaries are allowed.
6. Rule off after each question.

SECTION A**QUESTION ONE-MULTIPLE CHOICE**

- 1.1 Which of the following options is true about the communication process?
- i) It is a social interaction through messages
 - ii) It is a transactional process
 - iii) It occurs even when the receiver disagrees with the message
 - iv) It is when feelings are expressed
- a) i and ii
 - b) ii and iii
 - c) i, ii and iv
 - d) All the above
- 1.2 Negative feedback should be avoided because it:
- a) Imitates communication behaviour
 - b) Enhances communication behaviour
 - c) Stops communication behaviour
 - d) Promotes communication behaviour
- 1.3 When non-verbal and verbal messages are used together, the receiver may most likely:
- a) Believe the verbal message
 - b) Believe the denotative message
 - c) Believe the non-verbal message
 - d) Believe both the verbal and non-verbal message
- 1.4 Which of the following is an ambiguous statement:
- a) He bought food to eat
 - b) The poor rich man is so lonely
 - c) She is either ugly or beautiful
 - d) Her sister died when she was young
- 1.5 Which of the following options is correct about the denotative meaning of a word?
- i) The literal meaning of a word
 - ii) The universal meaning of a word
 - iii) Our objective meaning of a word
 - iv) Our subjective meaning of a word
- a) i and iii
 - b) i only
 - c) ii, iii and iv
 - d) all the above

- 1.6 Which of the following options is correct about the importance of avoiding slang when communicating?
- i) It can be part of group language
 - ii) It can be offensive
 - iii) It can cause a breakdown in communication
 - iv) It can alienate the listener
- a) i only
 - b) ii, iii and iv
 - c) i, ii and iii
 - d) all the above
- 1.7 Profane language is:
- a) Using words that can be interpreted in more than one way
 - b) Showing disrespect for what is sacred to other people
 - c) Related to a specific subject or area of study
 - d) Making reference to someone's culture or race
- 1.8 Which of the following is not true about facial expressions?
- a) They are interpreted easily
 - b) They are reliable indicators of emotion
 - c) They are similar across different cultures
 - d) They are different across different cultures
- 1.9 Which of the following is true about pupil dilation?
- a) It occurs when we are bored
 - b) It occurs when are tired
 - c) It occurs when we are in a bad mood
 - d) It occurs when we are excited
- 1.10 Conflict may be caused by all of the following except:
- a) Spreading rumours about a friend
 - b) Keeping a secret to one self
 - c) Having different ideas in a debate
 - d) Keeping a secret from a friend.
- 1.11 Apologising is a form of conflict resolution but the wronged will NOT be assured of:
- a) Promise of adequate reparations
 - b) Restoration of respect and dignity
 - c) Safety from further harm and ridicule
 - d) Passive resistance and domination
- 1.12 Which of the following options is NOT true about accenting:
- a) It occurs when one uses non-verbal cues
 - b) It occurs when one uses a strong accent when angry
 - c) It occurs when one hits the wall to show anger
 - d) It occurs when one uses a firm grip on someone

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4. "All societies have language taboos built into their social structure." Discuss language taboos found in your culture and explain why you agree or disagree with them. (15)

OR

5. Discuss how idea opposition as opposed to person opposition can lead to constructive conflict management. Provide an example to support your answer. (15)

[SUB-TOTAL SECTION C: 15 x 2 = 30]

SECTION C - LETTER WRITING

As a student at the University of Johannesburg's Doornfontein Campus you have often taken selfies or seen other students taking selfies on campus. You are, however, extremely concerned about the nature of some photos being posted on the UJ social website *UJ vibes.com*. Write a letter of complaint to the ICS department, which is responsible for the UJ Intranet and Internet services, in which you outline your problems and suggest solutions to remedy the situation. Provide realistic solutions to your complaint.

Instructions:

1. You must use the correct format.
2. You must use appropriate language and tone.
3. NB *UJ vibes.com* is an imaginary website.

(20)

[SUB-TOTAL SECTION D: 20]

[GRAND TOTAL 100 MARKS]