

Module code: **ITRW315** Method of delivery: **Full-Time** Date: **XX.06.2018**

Type of assessment: **Exam 1st opportunity** Exam paper number: **1** Session: **XX:XX** Duration: **3 hours**

Module description: **Communication Skills** Room: **XX-XXX**

Duplication method: **Both sides**

(1) Combined Afrikaans/English exam paper		(2) Exam paper for a specific language		
Number of students:	123		Afrikaans	English
		Number of students:	0	0
				0

Necessities for the exam paper		Number per student	Necessities for the exam paper		Number per student
Answer scripts	X	2	Multi-choice cards (A5 – 40 questions)		
Attendance slips (Fill-in paper)			Multi-choice cards (A4 – 115 questions)		
Scrap paper			Graph paper		

Is there an appendix?	No	If Yes give a short description:	
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NB: Exam Section does not check content or page numbers of appendices.

Calculators: **No**

Other resources e.g. dictionaries, study guides, etc.:	
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Submission of answer scripts:	Ordinary
If Per lecturer, list Surnames:	

Examiner(s):

(1) **Lance Bunt** Cell nr.: **072 088 0188** Signature:  Ext.: **103253**

University number: 23022280

(2) Cell nr.: Signature: Ext.:

University number:

(3) Cell nr.: Signature: Ext.:

University number:

Interne Moderator:

f Selfoonnr: **0 0 0** Signature: Ext.: **0**

University number:

External Moderator:

Selfoonnr:

Submitted by:

Lance Bunt University number: 23022280 Ext.: **103253**

Verwysingsnommer: 7.1.9.3.

Benodigdhede vir hierdie vraestel/Requirements for this paper:

Antwoordskrifte/ Answer scripts:	<input checked="" type="checkbox"/>	Multikeusekaarte (A5)/ Multi-choice cards (A5):	<input type="checkbox"/>
Presensiestrokies (Involvraestel)/ Attendance slips (Fill-in paper):	<input type="checkbox"/>	Multikeusekaarte (A4)/ Multi-choice cards (A4):	<input type="checkbox"/>
Rofwerkpapier/ Scrap paper:	<input type="checkbox"/>	Grafiekpapier/ Graph paper:	<input type="checkbox"/>

Sakrekenaars/Calculators: Nee/No
Ander hulpmiddels/Other resources:
**Tipe Assessering/
Type of Assessment:**
**Eksamen 1e geleentheid
Exam 1st opportunity
Vraestel/Paper 1**
**Kwalifikasie/ BSc in IT
Qualification:**
**Modulekode/
Module code:**
ITRW 315
**Tydsduur/
Duration:** **3 uur / hours**
**Module beskrywing/
Module description:**
**Kommunikasievaardighede /
Communication Skills**
**Maks/
Max:** **100**
**Eksaminator(e)/
Examiner(s):**
Mnr / Mr L Bunt
**Datum/
Date:** **XX.06.2018**
**Interne/Internal
Moderator(s):**
Prof E Taylor
**Tyd/
Time:** **XX:XX**
Inhandiging van antwoordskrifte/Submission of answer scripts: **Gewoon/Ordinary**
Vanne/Surnames: Rudie Serfontein
Besonderhede van student / Details of student:

Titel/ Title:	Voorletters/ Initials:	Van/ Surname:
Universiteitsnommer/ University number:	<input type="text"/>	Kontaknommer/ Contact number:
	<input type="text"/>	<input type="text"/>
		Handtekening/ Signature:
		<input type="text"/>

Eksamenvoorskrifte / Examination instructions

- | | |
|--|---|
| 1. Studente mag in die eerste halfuur van 'n sessie tot die lokaal toegelaat word, maar geen ekstra tyd word toegestaan nie. | 1. Students are allowed into the venue in the first half hour of a session, but no extra time is granted. |
| 2. Geen student word toegelaat om die lokaal te verlaat binne die eerste halfuur van 'n eksamensessie nie. | 2. No student is allowed to leave the venue before half an hour of the examination session has elapsed. |
| 3. Studente bring sakke na lokaal op eie risiko , en moet dit voor in die lokaal neersit. | 3. Students bring bags to the venue at own risk , and must put them in front of the room. |
| 4. Studente mag nie selfone/elektroniese toestelle by hulle hê en/of hanteer nie. | 4. Students may not have cell phones/electronic devices with them and/or handle them. |
| 5. Geen verversings word in 'n eksamenlokaal toegelaat nie. | 5. No refreshments are allowed in the examination venue. |
| 6. Studente mag nie die lokaal verlaat om te gaan rook nie. | 6. Students may not leave the room for a smoke break. |
| 7. Skryf op beide kante van die bladsye. | 7. Write on both sides of each page. |
| 8. Skryf slegs in swart of blou ink. | 8. Write in black or blue ink only. |
| 9. Geen bladsye mag uit die antwoordskrif verwyder word nie. | 9. No pages may be removed from the answer scripts. |
| 10. Studente mag nie ontoelaatbare materiaal by hulle hê tydens 'n sessie nie, bv. notas en/of objekte wat notas bevat nie. | 10. Students may not have unauthorised material with them during a session, e.g. notes and/or objects that contain notes. |
| 11. Geen items mag tydens die sessie geleen word nie. | 11. No items may be borrowed during the session. |
| 12. Studente mag nie 'n ander student probeer help of probeer om hulp te kry nie. | 12. Students may not attempt to assist another student, or attempt to obtain assistance. |
| 13. Studente moet hul antwoordskrifte aan toesighouers oorhandig voordat hulle die lokaal verlaat. | 13. Students must hand in their answer scripts to invigilators before they leave the venue. |
| 14. Die presensiestrokke op die agterblad, wat ook as onderneming geld, moet voltooi en ingegee word. | 14. The attendance slip on the back cover that also serves as an undertaking, must be completed and handed in. |

AFDELING A: Persoonlike en interpersoonlike doeltreffendheid / SECTION A: Personal and interpersonal effectiveness

Hierdie vrae berus op Steven Covey se werk. / These questions are based on the work of Steven Covey.

VRAAG 1 / QUESTION 1

[70]

[18]

- 1.1 Noem en bespreek een ding wat jy in die ITRW 315-module geleer en bemeester het om persoonlike oorwinning te behaal. / *Name and discuss one thing you have learnt and mastered in the ITRW 315 module to achieve personal victory.* (2)
- 1.2 Lees die onderstaande gevallestudie en verduidelik hoe jy Covey se eerste, tweede en derde gewoontes sal gebruik om Thabelo te motiveer en hom te help om sy prestasie in die werkplek te verbeter. / *Read the following case study, and explain how you will use Covey's first, second and third habits to motivate Thabelo and help him improve his performance in the workplace.* (11)

Thabelo is 'n 41-jarige beroepspersoon wat ek in my nuwe span van vyf mense "oorgeërf" het. Hy is die afgelope tien jaar in dieselfde pos. Thabelo is 'n aangename persoon wat net-net hard genoeg werk om ernstige klagtes vermy. Hy presteer baie goed wanneer hy wil, maar dit gebeur nie dikwels nie. Sy werk is gewoonlik onvoldoende. Ondermeer volg hy nie met klante op nie, maak berekeningsfoute, tree ongeskik teenoor ander mense op, en loop spertye mis. Toe ek hom oor sy werk vra, beklemtoon hy sy prestasies en noem die komplemente wat hy al ontvang het. Ek let op dat hy goed is om verantwoordelikheid te vermy wanneer ek hom aanspreek oor die feit dat sy werk nie van 'n aanvaarbare gehalte is nie. Ek besluit om uit te vind hoe Thabelo se werksprestasie verbeter kan word.

/

Thabelo is a 41-year-old professional who I "inherited" in my new team of five people. He has been in the same position for about 10 years. Although Thabelo is a nice guy, he puts only enough effort into his work to get by, and to avoid serious complaints. Is, is capable of performing very well if he wants to, but he rarely makes this effort. His work is generally insufficient: he does not follow up with customers, he makes computational errors, he is rude, and misses deadlines. When I asked how he is doing, he emphasised his accomplishments, and the compliments he has received. He skillfully avoided responsibility when I addressed the issue of his substandard quality of work. I decided to determine how Thabelo's performance could be improved.

- 1.3 Vergelyk kortliks proaktiewe met reaktiewe gedrag. Verwys na beide die belangesfeer en die invloedssfeer in jou antwoord. / *Briefly compare proactive behaviour with reactive behaviour. In your answer, refer to both the circle of influence and the circle of concern.* (5)

VRAAG 2 / QUESTION 2**[8]**

Met verwysing na Covey se tweede gewoonte ("Begin met die einddoel in gedagte"), bespreek die alternatiewe lewenskerns wat aan ons beskikbaar is wanneer ons poog om 'n beginselgerigte lewe te lei. Maak seker om werklike voorbeelde uit jou lewe te gebruik om jou stellings te staaf. / *With reference to Covey's second habit – to "begin with the end in mind" – discuss the alternate life centers available to us when we strive to live a principle-centered life. Be sure to provide real-world examples from your life to corroborate your statements.*

VRAAG 3 / QUESTION 3**[9]**

3.1 Volgens Covey word alle dinge twee keer geskep. Verduidelik die onderlinge verwantskappe tussen hierdie twee skeppings, sowel as hul onderlinge verwantskappe met die begrippe van leierskap en bestuur. / *According to Covey, all things are created twice. Explain the interrelations between the two creations, as well as their interrelations with leadership and management.* (5)

3.2 Tref onderskeid tussen intrinsieke en ekstrasieke motivering deur voorbeelde van elk te ondersoek en duidelik aan te dui wat dit gelyksoortig/ongelyksoortig maak. / *Differentiate between intrinsic and extrinsic motivation by examining examples of each and clearly stating what makes them similar/dissimilar.* (4)

VRAAG 4 / QUESTION 4**[11]**

Demonstreer aan die hand van 'n breedvoerige kommunikasiemodel wat plaasvind wanneer ons boodskappe na mekaar oordra (teken 'n diagram en gebruik die regte byskrifte). Jy kan voorbeelde vanuit jou eie lewe gebruik, of na moontlike situasies verwys om jou antwoord te staaf. / *Illustrate, by means of a detailed model of communication, what happens when we transfer messages to one another (draw a diagram and label it correctly). You may use examples from your own life, or present potential situations to substantiate your answer.*

VRAAG 5 / QUESTION 5**[12]**

Jy het 'n vriendin wat se verhouding met haar ouers gespanne is. Hulle baklei aanhoudend oor geringe kwessies en jy kan die spanning op jou vriendin se gesig gedurende klasse sien. Pas wat jy in die ITRW 315-module geleer het toe en, deur na die ses hoofdeposito's te verwys wat in die emosionele bankrekening gemaak kan word, formuleer aanbevelings oor hoe jou vriendin en haar ouers hulle verhouding kan verbeter en vertroue kan bou. Maak seker dat jy duidelik stel hoe jou vriendin hierdie noodsaaklike deposito's kan maak en hoe hierdie deposito's moontlik vertroue tussen haar en haar ouers kan aanmoedig. / *You have a friend who is experiencing strain in her relationship with her parents. They constantly fight over small things and you can see the stress on your friend's face during class. Apply what you have learnt in the ITRW 315 module and, by referring to the six major deposits that can be made into the emotional bank account, formulate recommendations as to how your friend and her parents could improve their relationship and build trust. Be sure to clearly state how your friend can make these essential deposits and how they might foster trust between her and her parents.*

VRAAG 6 / QUESTION 6**[12]**

- 6.1 Lys en gee 'n kort beskrywing van ses aktiwiteite wat mens kan uitvoer “om die saag te slyp” ten opsigte van die fisiese dimensie. / *List and briefly describe six activities one could perform “to sharpen the saw” in terms of the physical dimension.* (6)
- 6.2 Om goed te voel gebeur nie vanself nie. Om 'n gebalanseerde lewe te lei, beteken dat mens die nodige tyd gebruik om jou te vernuwe. Dit is in jou hande. Jy het die opdrag ontvang om 'n raadgevende dokument saam te stel wat lesers leiding gee oor hoe om persoonlike ontwikkeling te bevorder en hulle lewens te verander. Jou aanbevelings moet na die volgende drie areas van 'n persoon se lewe verwys: a) verstandelik, b) sosiaal/emosioneel en c) geestelik. Maak 'n aanbeveling per fokusarea en verduidelik waarom dit die behoud of versterking van die self tot gevolg sal hê. / *Feeling good does not just happen. Living a life balanced life means taking the necessary time to renew yourself. It's all up to you. You have been tasked with compiling an advisory document that guides readers on how to nurture growth and change in their lives. Your suggestions should refer to the following three areas of a person's life: a) mental, b) social/emotional, and c) spiritual. Make a suggestion per area of focus and explain why it would lead to preserving or enhancing the self.* (6)

AFDELING B: Tegniiese kommunikasie / SECTION B: Technical communication

Hierdie vrae berus op McMurrey se werk. / *These questions are based on the work of McMurrey.*

[30]**VRAAG 1 / QUESTION 1****[9]**

- 1.1 Waarom is dit noodsaaklik vir derdejaarstudente van Inligtingstegnologie om die vaardigheid van tegniiese kommunikasie te leer? / *Why is it necessary for a third-year Information Technology student to learn the skill of technical communication?* (2)
- 1.2 Noem drie deskundige areas van tegniiese skrywers (dinge wat tegniiese skrywers as deskundiges doen). / *Name three areas of expertise of technical writers (things that technical writers do as experts).* (3)
- 1.3 Watter begrippe word gebruik om tegniiese kommunikasie te definieer? / *Which terms are used when defining technical communication?* (4)

VRAAG 2 / QUESTION 2**[10]**

Wat is die algemene probleemareas waaraan jy aandag moet gee wanneer jy 'n mondelikse verslag lewer? Bespreek elkeen van hierdie probleemareas. / *What are the common problem areas one should focus on when giving an oral report? Discuss each of these problem areas.*

VRAAG 3 / QUESTION 3

[11]

3.1 Stel die korrekte gebruik van die volgende soorte lyste in een of twee sinne voor: / *Propose the correct use of following type of lists in one or two sentences:* (4)

3.1.1 Kolpuntlyste / *Bulleted lists*

3.1.2 Nommerlyste / *Numbered lists*

3.1.3 Lyste met byskrifte / *Labelled lists*

3.1.4 Eenvoudige lyste / *Simple lists*

3.2 Jy moet 'n aanbevelingsverslag vir die bestuur van die Noordwes-Universiteit saamstel om 'n vervoerstelsel te implementeer. Hierdie stelsel sal klein elektriese voertuie gebruik om studente tussen geboue te vervoer sodat hulle betyds vir hulle klasse is. Identifiseer en bespreek die algemene/generiese stappe in die samestelling van hierdie verslag. Punte sal nie toegeken word as daar nie 'n logiese volgorde vir hierdie stappe is nie. / *You have to compile a recommendation report for the management of the North-West University to implement a transportation system where small electric vehicles will transport students between buildings to arrive on time for classes. Identify and discuss the general/generic steps necessary to compile this report. Marks will not be allocated if there is no logical order of steps.* (7)

TOTAAL/TOTAL: 100

Verwysingsnommer: 8.1.7.2.2