



NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY  
FACULTY OF APPLIED SCIENCES  
DEPARTMENT OF APPLIED CHEMISTRY  
PROFESSIONAL STUDIES FOR SCH AND EFW  
SCH 1103

First Semester Examination Paper  
November/December 2016

This examination paper consists of 4 printed pages

Time Allowed: 3 hours  
Total Marks: 100  
Special Requirements: None  
Examiners: Mr M. Moyo & Mrs P. Ngwenya-Tizora

**INSTRUCTIONS**

1. Answer **all** questions in Section A and **any three** questions from Section B. Section A carries 40 marks and each question in Section B carries 20 marks.
2. Answers to Section B questions should be presented in **essay or continuous writing form**. Importance is attached to accuracy, clarity of expression, legible handwriting, NOT LENGTH

**MARK ALLOCATION**

QUESTION	MARKS
1.	40
2.	20
3.	20
4.	20
5.	20
6.	20
<b>TOTAL POSSIBLE MARKS</b>	<b>100</b>

Copyright: National University of Science and Technology, 2016

## **SECTION A: COMPULSORY**

Answer the entire question.

### **QUESTION 1**

- (a) Give five (5) barriers to effective communication in an organisation and suggest ways to overcome them. [10 marks]
- (b) What are the basic rules of brainstorming during a problem solving exercise? [4 marks]
- (c) Describe five (5) ethical practices of laboratory notebook keeping. [5 marks]
- (d) As Applied Science professionals you will be expected to produce reports on research or laboratory experiments. Outline the structure of a typical report, briefly describing the contents of each component. [7 marks]
- (e) Distinguish between active and passive voice. For which section of a laboratory report is it preferred? Explain. [6 marks]
- (f) Describe ways to leave a lasting impression at an interview in order to improve your chances of success. [8 marks]

## **SECTION B: ELECTIVE**

(Answer, in an essay or continuous writing form, any three questions)

### **QUESTION 2**

Justify the importance of information literacy skills in your research career.

[20 marks]

### **QUESTION 3**

You have been asked to make a presentation for which you decide to use Microsoft PowerPoint as a delivery tool.

(a) Discuss five (5) points that help ensure your visual aids support what you are saying in your presentation.

[10 marks]

(b) Discuss three (3) non-verbal communication methods which will help you to make contact with your audience.

[6 marks]

(c) The voice is a very important part of presentations. Discuss two (2) ways your voice can have a negative effect on your presentation.

[4 marks]

### **QUESTION 4**

Critique three (3) models of communication and highlight their strengths and limitations.

[20 marks]

### **QUESTION 5**

(a) Describe ten (10) key conventions that should be considered when creating a work-related email message.

[10 marks]

(b) To what extent can informal communication networks be detrimental to the success of an organisation?

[10 marks]

---

**Copyright: National University of Science and Technology, 2016**

## **QUESTION 6**

The following job advertisement appeared in a local newspaper:

*Person required to join and lead an International Pharmaceutical Company Sales and Marketing Team.*

*The position involves in-depth knowledge of products and travel. The successful applicant should be creative, have good interpersonal skills and the ability to expand market share.*

*Apply with Curriculum Vitae (including referees) and letter of application to: Human Resources Manager, MEDS@NUST, Corner Gwanda Road & Cecil Avenue, Bulawayo.*

- (a) Explain why MEDS@NUST is seeking an employee with good interpersonal skills. [2 marks]
- (b) Explain why applicants are asked to submit references or name referees on their CV. [2 marks]
- (c) Write a motivational letter for filling the advertised position. [16 marks]

***End of Question Paper.***

---

**Copyright: National University of Science and Technology, 2016**