



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
TOTAL POSSIBLE MARKS	100

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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]

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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.

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