



**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**FACULTY OF COMMUNICATION AND INFORMATION SCIENCE**  
**DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE**  
**FOUNDATION CERTIFICATE IN ENGLISH COMMUNICATION SKILLS**  
**WRITTEN ENGLISH COMMUNICATION SKILLS**

**ILI 1001**

**Second Semester Examination Paper**

**May 2016**

This examination paper consists of 5 pages

**Time Allowed:** 3 hours  
**Total Marks:** 100  
**Special Requirements:** None  
**Examiner's Name:** Mr. Similo S.Mhlope Tizora

**INSTRUCTIONS**

1. Section A and Section B are compulsory
2. Answer any **two (2)** questions from Section C
3. Give equal time to all questions you choose
4. Each question carries 25 marks
5. Importance is attached to accuracy, clarity of expression, legible handwriting, NOT LENGTH

**MARK ALLOCATION**

<b>QUESTION</b>	<b>MARKS</b>
1.	25
2.	25
3.	25
4.	25
5.	25

## Section A

- 1.1 Why is numbering important when a student is writing notes? [2 marks]
- 1.2 When you write notes from a text, why is it useful to base your numbering on paragraphs? [3 marks]
- 1.3 State one example of front matter and one example of back matter in a textbook. [2 marks]
- 1.4 To illustrate the idea or concept of **collocation** in English we can say **cheese and toast** or **bacon and.....** or **birds of a f....** or **boys and ....** [3 marks]
- 1.5 What is **Plagiarism**? Give two (2) reasons why it should be avoided in academic work. [3 marks]
- 1.6 Write two examples of e- resources that are used at NUST. [3 marks]
- 1.7 Give three (3) examples of Boolean operators. [3 marks]
- 1.8 Using example sentences for each punctuation mark, indicate what a colon, a semicolon, and brackets look like and how each is used. [6 marks]

## Section B

2. Read the passage on page 3 and 4; write meaningful notes. Your notes should be logical, brief, numbered, properly spaced using underlining where necessary. As much as possible use only the information words. [25 marks]

## Introduction to Management and Organizations

The 21st century has brought with it a new workplace, one in which everyone must adapt to a rapidly changing society with constantly shifting demands and opportunities. The economy has become global and is driven by innovations and technology and organizations have to transform themselves to serve new customer expectations.

Today's economy presents challenging opportunities as well as dramatic uncertainty. The new economy has become knowledge based and is performance driven. The themes in the present context area 'respect', participation, empowerment, teamwork and self management. In the light of the above challenges a new kind of leader is needed to guide business through turbulence. Managers in organizations do this task. A manager is someone who coordinates and oversees the work of other people so that organizational goals can be accomplished. It is not about personal achievement but helping others do their job. Managers may also have additional work duties not related to coordinating the work of others. Managers can be classified by their level in the organization, particularly in traditionally structured organizations—those shaped like a pyramid. **First-line managers** (often called supervisors) are located on the lowest level of management. **Middle managers** include all levels of management between the first-line level and the top level of the organization. **Top managers** include managers at or near the top of the organization who are responsible for making organization-wide decisions and establishing plans and goals that affect the entire organization. The changing nature of organizations and work often requires employees in formerly non managerial jobs to perform managerial activities. Non managerial jobs are those where one works directly on a job and had no one reporting to him. Mary Parker Follet defines management as, "The art of getting things done through people"

**Management** involves coordinating and overseeing the work activities of others so that their activities are completed efficiently and effectively. Coordinating and overseeing the work of others is what distinguishes a managerial position from a non managerial one. **Efficiency** is getting the most output from the least amount of inputs in order to minimize resource costs. Efficiency is often referred to as "doing things right" **Effectiveness** is completing activities so that organizational goals are attained and is often described as "doing the right things" No two managers' jobs are exactly alike. All managers perform certain function, enact certain roles and display a set of skills in their jobs.

## Management Functions

According to the functions approach managers perform certain activities to efficiently and effectively coordinate the work of others. They can be classified as **Planning** involves defining goals, establishing strategies for achieving those goals, and developing plans to integrate and coordinate activities. **Organizing** involves arranging and structuring work to accomplish the organization's goals. **Leading** involves working with and through people to accomplish organizational goals. **Controlling** involves monitoring, comparing, and correcting work performance. Since these four management functions are integrated into the activities of managers throughout the workday, they should be viewed as an ongoing process and they need not be done in the above sequence.

## Management Roles

In the late 1960s, Henry Mintzberg conducted a precise study of managers at work. He concluded that managers perform 10 different roles, which are highly interrelated. Management roles refer to specific categories of managerial behaviour. Overall there are ten specific roles performed by managers which are included in the following three categories. **Interpersonal roles** include figurehead, leadership, and liaison activities. **Informational roles** include monitoring, disseminating, and spokesperson activities. **Decisional roles** include entrepreneur, disturbance handler, resource allocator, and negotiator. Although the functions approach represents the most useful way to describe the manager's job, Mintzberg's roles give additional insight into managers' work. Some of the ten roles do not fall clearly into one of the four functions, since all managers do some work that is not purely managerial.

## Management Skills

Managers need certain skills to perform the challenging duties and activities associated with being a manager. Robert L. Katz found through his research in the early 1970s that managers need three essential skills. **Technical skills** are job-specific knowledge and techniques needed to proficiently perform specific tasks. **Human skills** are the ability to work well with other people individually and in a group. **Conceptual skills** are the ability to think and to conceptualize about abstract and complex situations. These skills reflect a broad cross-section of the important managerial activities that are elements of the four management functions. Significant changes in the internal and external environments have a measurable impact on management. Security threats, corporate ethics scandals, global economic and political uncertainties, and technological advancements have had a great impact on the manager's job. Two significant changes facing today's managers are the importance of customers to the manager's job and the importance of innovation to the manager's job.

Organizations need managers. An **organization** is a deliberate arrangement of people to accomplish some specific purpose. Organizations share three common characteristics: Each has a distinct purpose. Each is composed of people. Each develops some deliberate structure so members can do their work. Although these three characteristics are important in defining *what* an organization is, the concept of an organization is changing. The characteristic of new organizations of today include: flexible work arrangements, employee work teams, open communication systems, and supplier alliances. Organizations are becoming more open, flexible, and responsive to changes.

## SECTION C

### Answer TWO questions from this section

3. Explain with examples, what you understand by computer hardware (refer to storage devices, input devices, output devices etc.) and software (refer to operating systems software, and application systems). [25 marks]

4. When reading a textbook, we use a number of strategies relating to Skimming and Scanning. Explain what stages you would go through until you get to the stage of writing your assignment. [25marks]

5. Explain with the use of illustrations what each of the following graphic device is.

- |               |           |
|---------------|-----------|
| 5.1 Bar graph | [5 marks] |
| 5.2 Pictogram | [5 marks] |
| 5.3 Table     | [5 marks] |
| 5.4 Pie-chart | [5 marks] |
| 5.5 Diagram   | [5 marks] |