UNIVERSITI UTARA MALAYSIA

FINAL EXAMINATION
SEMESTER ONE 2008/2009 SESSION

CODE/COURSE : BLE1022/COMMUNICATION II
DATE : 11 NOVEMBER 2008 (TUESDAY)
TIME : 2.30 - 5.00 P.M (2 ½ HOURS)
VENUE : DP 1/3 PUSAT KONVENSYEN, IKIP

INSTRUCTIONS:

1. This question booklet consists of FOUR (4) sections in FIFTEEN (15) printed pages excluding the cover page.
2. Answer ALL questions.
3. ALL answers must be written in the question booklet.
4. Use PEN to write your answers.

FOR OFFICIAL USE ONLY

| SECTION ONE | /12 |
| SECTION TWO | /13 |
| SECTION THREE | /45 |
| SECTION FOUR | /10 |
| TOTAL | /80 |

NAME OF EXAMINER: ______________________________

MATRIC NO.: ______________________________
(in words)

IDENTIFICATION CARD NO.: ______________________________

NAME OF INSTRUCTOR : ______________________________

GROUP: ______ DESK NUMBER: ______

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE INSTRUCTED TO DO SO
SECTION ONE (12 MARKS)

You are advised to spend about 20 minutes on this section.

Read the conversation below: Fill in the blanks according to the given functions in parentheses with appropriate polite expressions. The given words or phrases will guide you in your writing.

**Situation:** In a lecturer's room. It is 9.30 A.M

**Lecturer**: (1) ___________________________ Azlan. Have a seat.

(To greet)

**You**: Thank you, madam.

**Lecturer**: Do you know why I called you here?

**You**: No, I don't.

**Lecturer**: Well... (2) I have been noticing that ___________________________

(To explain) - sleepy - don't concentrate - lectures

Can you tell me why?

**You**: (3) ___________________________

(To apologise)

(4) ___________________________

(To explain) - take - up - part - time - job

**Lecturer**: (5) ___________________________

(To advice) - prioritise - studies

**You**: (6) But ___________________________

(To explain) - not enough money

**Lecturer**: (7) You are a very responsible boy but studying here in UUM

(To explain) - not expensive - enough - spend wisely
You: (8) You are right, madam, but ________________________________

__________________________ (To explain) - poor family - work - send - money - home

Lecturer: (9) ________________________________ work?

__________________________ (To enquire) - father

You: (10) My father passed away 5 years ago. Being the eldest, I think it is

__________________________ (To explain) - responsibility - look after - family

Lecturer: I'm sorry to hear that Azlan. You (11) ________________________________

__________________________ (To suggest) - inform Students' Union - find - suitable - part-time job

You: That's very kind of you, madam. (12) ________________________________

__________________________ (To thank)

Total score for Section One: ________/12 marks
SECTION TWO (13 MARKS)

You are advised to spend about 20 minutes on this section.

Using the cues given, complete the conversation below with appropriate sentences according to the functions given in parentheses.

**Situation**: Puan Rohani and her Communication 11 class are having a discussion on how to manage stress.

**Puan Rohani**: Good morning everyone. The topic of our discussion today is "How to manage stress." It is common knowledge that stress can affect individuals in many different ways, both physical and psychological. Let us begin our discussion with you, Munir.

**Munir**: Well... (1) ____________________________

(To give opinion) - important - individuals - recognize - symptoms of stress.

**Puan Rohani**: (2) ____________________________ (To agree)

Can you give me one example of the symptoms, Ah Nee?

**Ah Nee**: (3) ____________________________

(To explain) - headaches - caused - stress - overwork

**Puan Rohani**: Can anyone here suggest how to overcome this problem? How about you Khalil?

**Khalil**: (4) If we have headache ____________________________

(To suggest) - take - pain killers - reduce - headache

**Bhavani**: (5) Sorry to interrupt but ____________________________

(To disagree)
(6) ______________________________________________________________________
(To give opinion) - pain killers - reduce headache - temporarily -
_____________________________________________________________________
stress remains - headache - return
(2 marks)

Puan Rohani : Sherry, can you suggest how to overcome this problem?

Sherry : (7) May be we should ______________________________________________________________________
(To suggest) - restructure - work demands - not overworked - headache -
_____________________________________________________________________
disappear - without - pain killers
(2 marks)

Puan Rohani : (8) ____________________________________________________________
(To accept suggestion)

Well...the time is running out. We better stop here. Thank you very much for the interesting discussion.

(1 mark)

Total score for Section Two: ________/13 marks
SECTION THREE (45 MARKS)

You are advised to spend about 45 minutes on Parts A, B and C, 30 minutes on Part D, and 15 minutes on Part E.

PART A (7 MARKS)

Read the newspaper article below and answer all the questions that follow.

How To Be Successful In An Interview

If an application is the door to a new job, the interview is the key to opening that door. Almost everyone has an interview at some point in his or her adult life. Today, many people change their jobs more often, people usually attend interviews several times during their lives. Interviews make everyone nervous. Some people feel so nervous during an interview that they forget answers to even simple questions. This can be frustrating – especially if you don't get the job. So what can you do to reduce stress during this very important time?

The first part of the answer is preparation. One reason people get nervous is because they don't know what to expect. In fact, it is human nature to fear the unknown. So, it makes sense that if you find out more information before the interview, you will be less nervous. Find out as much as you can about the job you are applying for. One way to do this is to go online. Use the title of the job as a key word for a search. You can also go to a career adviser and ask for more information. Next, you should find out about the company. How large is it? What does the company make or do? Again, going online to the company's website will help you.

The next step is to prepare your answers. You don't know exactly which questions the interviewers will ask you, but there are several very common questions. The interviewers will probably ask you why you applied to that company. They will want to know why you want the job. Most important, they will want to know why they should hire you and not somebody else. You must prepare answers to these questions by using the information you have found online or in a library. You should also use the same information to write down three questions you have about the job or the company on a note card. You should bring these questions with you to the interview.

The interviewers have to choose one applicant for the job. They have to try to get to know each applicant during the interview. So, they will ask some difficult questions to see which applicant gives the best answer. A common difficult question is “What is your strength?” This is your chance to “sell yourself”. The interviewer expects you to talk about all the things you are good
at doing. Perhaps you are good at working with people, and you are good at solving problems, for example. Be ready with your answer. If you feel uncomfortable talking about yourself, practice first in front of a mirror!

Another difficult question is “What are your weaknesses?” This is not your time to talk about how you find it difficult to get out of bed early on Monday mornings. Instead, you can say something like “I sometimes feel shy. I need to practice talking to a lot of people.” Some applicants give an example of a mistake they made at another company. They explain what they learned from this mistake. For example, an applicant might say, “I like to do things quickly. In my last job, I worked with a person who was slow. One day I told her to hurry up, and this hurt her feelings. It was difficult to work with her for a while. Of course, I said I was sorry. I showed her how to work more quickly. I learned that you must choose your words carefully.” Employers like to hear that you know your mistakes and that you can learn from those mistakes.

The interview day arrives. You know about the job and the company. You have practiced answering questions. You should always arrive early, so make sure you know exactly where the interview is. Dress sensibly. Avoid wearing heavy perfume or cologne since a lot of people today dislike strong smells. Some people are even allergic to heavy perfume. When you walk into the building, smile at the receptionist. This is usually the first person you see as you enter a company. Greet him or her nicely. Interviewers often ask their receptionists about the applicants. When you meet the interviewer, smile again. Managers often report that they hire people who smile rather than people who look nervous. Make sure your handshake is not too strong and not too weak. Sit down, take a deep breath, smile again, and you are ready.

Hopefully, the interviewer will ask you questions you have already practiced. If you don't understand a question, however, make sure you ask the interviewer to repeat it. You could say, “Excuse me, I didn’t quite understand the question. Could you please say it again?”

The last question of the interview is often, "Do you have any questions?" Again, you are ready for this question. Take out your note card with your questions. This shows the interviewer you are organized. Always ask at least one question or the interviewer will think you are not interested in the job. You can ask a specific question about the job. You can also ask a general question like “What do your employees like best about this company?” or “Do you think this company is going to continue to grow in the future?” and then shake hands again, smile, and say good-bye.

If you prepared well, you should feel good when you leave the interview. You should know more about the company and the job, and the interviewer should know more about you. Remember to smile and talk to the receptionist as you leave the building. Later the same day, think about the
questions and your answers. Finally, when a manager calls you and offers you the job, let the manager know you are excited to work for him or her. “That’s great!” you can say. “When can I start?”

(Adapted from the New Straits Times, 20 August 2008)

1. Why do some applicants feel frustrated after an interview?

________________________________________________________________________

________________________________________________________________________

(1 mark)

2. Paragraph 3 talks about common questions that interviewers ask. Write down in question form, these three questions.

i) ______________________________________________________________________

ii) ______________________________________________________________________

iii) ______________________________________________________________________

(3 marks)

3. What does the expression “sell yourself” mean?

________________________________________________________________________

________________________________________________________________________

(1 mark)
4. According to paragraph 5, what should you talk about if you give an example of a mistake you made in the past?

____________________________________________________

____________________________________________________ (1 mark)

5. You have finished the interview. You realize you gave a few very weak answers. How can you learn from this mistake?

____________________________________________________

____________________________________________________ (1 mark)

(_____/ 7 marks)

PART B (5 MARKS)

Match the words from the text printed in bold letters on the left with the corresponding meanings on the right. An example has been done for you.

<table>
<thead>
<tr>
<th>E.g</th>
<th>stress</th>
<th>line 7</th>
<th>e</th>
<th>a. Happening often</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>human nature</td>
<td>line 10</td>
<td>______</td>
<td>b. Person who is trying to get a new job</td>
</tr>
<tr>
<td>2.</td>
<td>common</td>
<td>line 20</td>
<td>______</td>
<td>c. Good and bad traits that all people have</td>
</tr>
<tr>
<td>3.</td>
<td>applicant</td>
<td>line 27</td>
<td>______</td>
<td>d. A person who works at the front desk in a company</td>
</tr>
<tr>
<td>4.</td>
<td>perfume/cologne</td>
<td>line 49</td>
<td>______</td>
<td>e. Feelings of worry about work or personal life</td>
</tr>
<tr>
<td>5.</td>
<td>receptionist</td>
<td>line 51</td>
<td>______</td>
<td>f. A liquid with a strong, pleasure smell</td>
</tr>
</tbody>
</table>

(_____/ 5 marks)
PART C (5 MARKS)

The following pronouns have been underlined in the passage. Identify what they refer to in the passage.

1. This line 6

2. this line 13

3. these line 23

4. him or her line 52

5. it line 59

(__/5 marks)

PART D (20 MARKS)

Read the newspaper article again. In about 120 words, summarise how we can be successful in an interview.

Write your summary here.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
PART E (8 MARKS)

Read the newspaper article below and answer all the questions that follow.

KUALA LUMPUR: The Health Ministry has been slammed by the Auditor-General over the way clinic waste is being disposed at hospitals and health clinics.

According to the Auditor-General Tan Sri Ambrin Buang, clinical waste has been found to be dumped in drums labeled domestic waste. He said needles and other sharp objects were neither separated from the main waste pile nor disposed appropriately through the “sharp container” (the container for needles).

This according to the report, posed a big risk to hospital workers, waste disposal workers and public.

Even more disturbing is that clinical waste was found to be disposed from hospital grounds via ambulances, passenger vans and commercial vehicles. The transporting of waste was also done by ordinary hospital staff and not trained person. Standard procedure requires clinical waste to be disposed via vehicles approved by the Department of Environment.

The Malacca Hospital has been singled out as the worst with a laundry list of complaints about the way the waste was being disposed.

The auditor-general also said many yellow drums used for disposing waste in hospitals were also found to be badly maintained. The report said the drums were almost never washed. However, on the occasion that they are cleaned, it is through blasting (water jet sprayed without any brushing) only.

Worse, this waste water was also allowed to flow into public drainage, and not into treatment drains where the waste is treated before being discharged into common drains.

On the administrative side, irregularities in the awarding of concession contracts for clinical waste disposal have cropped up. According to the 1996 Treasury circular, contracts must be signed four months before the official acceptance letter is issued.

However, most of the nation’s clinical waste disposal contracts were found to be signed late, ranging from three days to 66 months late.

(Adapted from New Straits Times, 30 August 2008)
1. What has The Health Ministry been slammed for by the Auditor-General?

________________________________________________________________________

________________________________________________________________________

(1 mark)

2. Suggest three (3) ways how the clinical wastes should be disposed.

i. ____________________________________________

________________________________________________________________________

ii. ____________________________________________

________________________________________________________________________

iii. ____________________________________________

________________________________________________________________________

(3 marks)

3. What is the status of Malacca Hospital as far as the disposal of hospital clinical waste is concerned?

________________________________________________________________________

________________________________________________________________________

(1 mark)
4. What is the problem faced by the administrative with regards to the signing of concession contracts for clinical waste disposal?

(1 mark)

5. In your opinion, what is the implication if the waste water was allowed to flow into public drainage and not into treatment drains?

(2 marks)

Total score for Section Three: ________/45 marks
SECTION FOUR (10 MARKS)

You are advised to spend about **20 minutes** on this section.

Prepare a text for a presentation based on the graph below. Your text must contain a minimum of **five (5) complete sentences**. An example has been done for you.

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"Good morning ladies and gentlemen,

Today I would like to talk about the amount saved in our Student’s Club Fund from the month of January to July in the year 2008..........

0. (January to February)

In January to February, the amount saved increased slightly from RM300 to RM400.

1. (February to March)


(2 marks)
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2. (March to April)  


(2marks)

3. (April to May)  


(2marks)

4. (May to June)  


(2marks)

5. (June to July)  


(2marks)

(_______/10 marks)

Total score for Section Four: _______ / 10 marks

END OF QUESTION PAPER