UNIVERSITI UTARA MALAYSIA

PEPERIKSAAN SEMESTER DISEMBER SESI 1987/88

KURSUS : BI1033 COMMUNICATIVE SKILLS AND PUBLIC SPEAKING

TARIKH : 12 APRIL 1988 (SELASA)

MASA : 9.00 - 11.30 PAGI (2½ JAM)

TEMPAT : DEWAN MU’ADZAM SHAH

ARAHAN AM


2. Anda dikehendaki menjawab SEMUA soalan.


NO. MATRIK: _______________  NO. KAD PENGENALAN: ___________________
SECTION I - BASIC PRINCIPLES OF COMMUNICATION

(A) Write T (True) and F (False) in the appropriate spaces for each of the following statements given below:

1. 'The selection of order out of chaos' is one way of defining Information.  

2. The process of code creation is called 'Encoding' and that of turning it into understandable information is 'Decoding'.

3. It is the Receiver (Rx) not the Transmitter (Tx) who creates meaning.

4. Words function to communicate thoughts whereas Nonverbals communicate emotion or feelings.

5. As the impact of appearance is great, an aspiring company executive with managerial ambitions must never roll up his sleeves and loosen his tie to help for example, a busy clerk in the shipping room.

   (5 marks)

(B) Explain the meanings of the following in complete sentences:

1. Intrapersonal Communication:

   (1½ marks)
2. Small Group Communication:


(1½ marks)

3. Organisational Communication:


(2 marks)

Total (5 marks)

SECTION II - COMMON MEETING TERMINOLOGY

(A) Match the following terms with their meanings.

1. Terms of reference   (A) The minimum number of persons in attendance to constitute a meeting.

2. Co-option

3. Standing Orders (B) An addition to a Resolution that has been passed.

4. Casting Vote

5. Form of proxy (C) Extending or continuing a meeting for the purpose of dealing with unfinished business.
6. Quorum

7. Resolution

8. Rider

9. Out of Order

10. Adjournment

(D) A descriptive statement of the work to be carried out by the members of a committee.

(E) A Second vote usually allowed to the Chairman to settle a tie in the voting.

(F) A ruling on a member who is not keeping to the point or is speaking improperly.

(G) The rules of an organisation which regulate member behaviour and committee procedure.

(H) A motion carried after being proposed, seconded and put to the meeting in the customary way.

(I) A document in writing by which a member authorises a representative to attend a meeting and vote on his behalf.

(J) The authority given to a a particular committee to allow outsiders to serve on that committee.

(10 marks)
(B) Provide short answers to the following:

1. List out the duties and roles of a Secretary.
   a. 
   b. 
   c. 
   d. 
   e. 
   (5 marks)

2. Explain the meaning of 'clear days' in relation to 'properly convening a meeting'.

   (2 marks)

3. Explain the difference between a Standing Committee and a Sub-Committee.

   (2 marks)
4. A properly appointed Chairman must preside in
(Tick ( / ) your answer)

a. Formal meetings only.

b. Informal meetings only.

c. Both.  (1 marks)

SECTION III - WRITING

A. You are the Company Secretary of a large, well established multinational organisation which is listed on the KLSE. Write out a suitable notice to the stockholders calling them to the Annual General meeting at the same time explaining the purpose of the said meeting.  (10 marks)

B. As the Secretary to a specially appointed committee set up to study the feasibility of introducing the QCC (Quality Control Circle) concept in an effort to better the communication situation across the organisation, you made some notes during its first meeting. Write down the minutes of the meeting, fully observing the characteristics of good minute-writing practice.  (20 marks)