Universiti Utara Malaysia
Peperiksaan Semester Disember Sesii 1990/91

Kod Kursus: BI1033 Communicative Skills & Public Speaking
Tarih: 8 Jun 1991 (Sabtu)
Masa: 9.00 - 11.30 Pagi (2\frac{1}{2} Jam)
Tempat: Perpustakaan (Paras 5)

Arahan:

1. Kertas soalan ini mengandungi Tiga (3) Bahagian. Bahagian I (A dan B), Bahagian II (A dan B) dan Bahagian III (A, B dan C) dalam LAPAN (8) muka surat yang bercetak.

2. Anda dikehendaki menjawab SEMUA soalan.


No. Matrik: __________________________  (dengan perkataan)
(dengan angka)

No. Kad Pengenalan: ____________________

Jangan buka soalan ini sehingga diberi Arahan
Section 1
A. The Communication Process can be seen in the operations of the computer. Match the following terms to their analogical equivalents.

1. message       creation of patterns
2. channel       terminal or printer
3. receiver      coded information
4. feedback      terminate or continue
5. encoding      electric wires

(5 marks)

B. Below are five (5) examples of Nonverbal Communication as found in Feinberg’s ‘Applied Business Communication’, Chapter 1. Explain them in your own words.

1. Appearance

2. Body Motions

1 53
3. Space


4. Time


5. Silence


(10 marks)
Section II

A. Match the following terms with their meanings.

1. constituencies  □  A. The type of reasoning done when two pieces of information provide a basis for drawing conclusions about a third piece of information.

2. deductive reasoning  □  B. The motion a speaker uses to emphasize a point.

3. inference  □  C. The causes, principles and groups that members of an audience represent.

4. syllogistic reasoning  □  D. A speech which is well planned in advance in which the actual of words is left to the moment of speaking.

5. gesture  □  E. The conclusion that one thing is true because other things related to it are true.

6. eye contact  □  F. The type of reasoning which moves from the specific to the general.

7. extemporaneous speech  □  G. A speech given without prior knowledge or preparation.

8. inductive reasoning  □  H. The communicating a speaker does with his eyes during a speech.

9. stage fright  □  I. The type of reasoning which moves from the general to the specific.

10. off the cuff speech  □  J. The tension or nervousness a speaker feels when he is preparing to deliver or is actually delivering a speech.

(10 marks)
B. Answer the following questions.

1. There are four (4) important concepts in critical listening that apply to public speaking. Name two (2) of these concepts.
   1) 
   2) 

2. According to Hunt, when developing arguments a critical thinker is disciplined and should keep five (5) main elements in mind. Name any two (2) of these elements.
   1) 
   2) 

3. A speaker could develop rapport with the audience in several ways. Give two (2) ways mentioned by Hunt.
   1) 
   2) 

4. State two (2) advantages of using aids in speech presentations.
   1) 
   2) 

5. Hunt proposes that there are ten (10) factors that consistently determine the credibility of individual speakers. List any two (2) of them.
   1) 
   2) 

(10 marks)
SECTION III

(A) Match the following terms with their meanings.

1. Rider □ The general consideration of a subject before a meeting, in which, as far as possible, all persons may be allowed to air their views.

2. Postponement □ A question regarding the procedure at a meeting or a query relating to the standing orders or constitution raised by a member during the meeting.

3. Out of Order □ The rules of an organisation which regulate committee procedure.

4. Move the Closure □ The act of extending or continuing a meeting for the purpose of dealing with unfinished business.

5. Discussion □ A proposal to alter a motion which has been submitted to a meeting, by adding, inserting or deleting words of the original motion.

6. Adjournment □ A chairmans ruling on a member who is not keeping to the point under discussion or is speaking improperly.

7. Point the Order □ Discussion on a motion before a meeting, in which there is argument or reasoning between persons or groups of persons holding differing opinions emerge.

8. Debate □ A phrase used to indicate that there should be an end to discussion on a particular motion, and a vote should be taken on it.

9. Amendment □ An addition to a resolution which has already been passed. Such an addition has to be proposed, seconded and voted upon.

10. Standing Orders □ The action taken to defer a meeting to a later date.

(10 marks)
B. Answer the following questions.

1. List out the duties and roles of a Secretary.
   a. 
   b. 
   c. 
   d. 
   e. 

2. State the four (4) characteristics of a good set of minutes.
   a. 
   b. 
   c. 
   d. 

3. List the three (3) most common items which must appear on the Notice of any type of meeting.
   a. 
   b. 
   c. 

4. Explain (in ONE sentence only) the roles and functions of each of the following:
   a. Executive Committee: 
   b. Standing Committee: 
   c. Sub-Committee: 

   (15 marks)
C. The shareholders of a company exporting sports equipment had just held the Tenth Annual General Meeting of the company. As the Secretary, you have made some notes during the meeting. Fully observing the characteristics of good minute-writing practice, write down the minutes of the meeting.

(20 marks)