



**INTI**  
**International College Penang**  
LAUREATE INTERNATIONAL UNIVERSITIES\*

FINAL  
Examination Paper

(COVER PAGE)

Session : August 2014

Programme : FOUNDATION IN BUSINESS INFORMATION TECHNOLOGY (CFPI)

Course : ENL1212: English Language Skills 2

Date of Examination : December 11, 2014

Time : 2.00pm – 4.00pm Reading Time : Nil

Duration : 2 Hours

Special Instructions :

This paper consists of **FOUR (4)** questions. Answer **ALL** the questions in the answer booklet provided.

Materials permitted :

Nil

Materials provided :

Answer Booklet

Examiner(s) : Ms. Charlotte Nalina Jothy

Moderator : Dr. Ting Su Hie

This paper consists of 7 printed pages, including the cover page.

## INTI INTERNATIONAL COLLEGE PENANG

FOUNDATION IN BUSINESS INFORMATION TECHNOLOGY PROGRAMME (CFP)  
ENL1212: ENGLISH LANGUAGE SKILLS 2  
FINAL EXAMINATION : AUGUST 2014 SESSION

**Instructions:** This paper consists of **FOUR (4)** questions. Answers **ALL** the questions in the answer booklet provided.

**Question 1****(25 marks)****Part A**

**Read the following passage and answer the questions that follow. (20 marks)**

- 1 Work-related stress is a common problem among employees. It can result in feelings of depression, frustration and demotivation. Stress management therapist, Mahes Karupiah recommends laughter therapy to deal with this problem. Mahes says that laughter helps to reduce levels of cortisol, a stress hormone that weakens the immune system.
- 2 Studies have found that a good laugh session can lead to a sense of wellbeing and optimism. It can also reduce blood pressure, increase circulation and relax the muscles. Mahes, who began using laughter as therapy four years ago says laughter is the easiest and most practical way to manage stress. It is also inexpensive as everyone possesses the natural ability to laugh. "You don't have to learn how to do it or buy equipment to help you laugh; it is in you. If you look at children, they laugh at the simplest things while adults are finding it difficult even to smile."
- 3 Mahes says employees who are facing pressure and stress usually cannot cope with their work. This drags down their productivity and may even compel them to come up with excuses not to come to work. "If you start work at the age of 25 and retire at 55, you would be spending 30 years of your life at the office. And you work about nine hours or more there every day. So, if you are unhealthy and unhappy during this period which is the prime time of your life, you have wasted the bulk of your life with these emotions."
- 4 To make the office a fun place, she suggests the establishment of a laughter club at each company. "Get a few people together every morning and have a laughter therapy session for about 15 minutes. All the laughter club members should try to identify and remove negative feelings such as guilt, anger, fear, jealousy and ego," she says.
- 5 According to Mahes, there are a few types of laughter therapy. Among them are putting a pen between your teeth to simulate a smile and the "Ho, Ho, Ha, Ha," which involves laughing while clapping your hands. You don't need to listen to a joke or look at something funny. You can do it as a form of exercise just like aerobics. It is said that laughter is like internal jogging. It keeps the mind and body fit.

6 “There should also be a laughter room in every office,” she says. “You’ve heard of people screaming to release their tension. Why not have a laughter room where instead of screaming, they can laugh?” Employees can use the room to practice laughter exercises, watch a funny video or sit there and just laugh their frustrations away. The cost of having this room is small. And in return it will help boost morale among the workers, reduce absenteeism and increase productivity.

7 Another suggestion is to have a Public Announcement or P.A. system in the office so that someone can tell a joke of the day or just begin laughing. Laughter is contagious. Once you get someone to laugh, soon everyone in the room will be laughing or smiling as well. Post funny jokes or cartoons on a bulletin board, as long as they are not lewd or **offensive**. Employees can rotate the postings every week. The best joke or cartoon should be declared the “Humour of the week”. This is the cheapest way to bring fun into the office.

8 According to a study by David Abrams of California State University in the United States, people who have fun on the job are more creative and productive, are better decision-makers and get along better with co-workers. So, start the day with a laugh and you’ll find the saying “Laughter is the best medicine” is really true.

(Adapted from *The New Straits Times*, July 2003)

1. From paragraph 1, what problem do most employees face? (2 marks)

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2. From paragraph 2,  
(a) find a word that means *hopefulness*. (2 marks)

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- (b) why is laughter therapy a cheap way to manage stress? (2 marks)

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3. From paragraph 3, which period is considered as the prime time of one’s life? (2 marks)

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4. From paragraph 5, why is laughter referred to as, internal jogging“? (2 marks)

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5. From paragraph 6, how can a laughter room benefit a company? State two ways. (4 marks)

(a) \_\_\_\_\_

(b) \_\_\_\_\_

6. From paragraph 7, why is laughter contagious? (2 marks)

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7. Do you think “Laughter is the best medicine” for students who are under stress? Give a reason for your answer. (4 marks)

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**Part B**

**Find the meaning of the words below based on the context. (5 marks)**

- 1. Therapy (paragraph 1) \_\_\_\_\_
- 2. Possess (paragraph 2) \_\_\_\_\_
- 3. Excuses (paragraph 3) \_\_\_\_\_
- 4. Simulate (paragraph 5) \_\_\_\_\_
- 5. Offensive (paragraph 7) \_\_\_\_\_

**Question 2****(25 marks)****Based on the passage given, write a summary between 100 and 120 words.****Achieving Peak Performance**

There are seven steps to achieve peak performance. The first step is to lead a well-rounded life. High achievers, according to experts, are obsessed people who take work home and then labour over it until bedtime. Furthermore, research has also shown that such people tend to peak early and then go into a decline or level off. They then become addicted to work itself, with less concern for results.

High performers, in contrast, are willing to work hard - but within strict limits. For them, work is not everything and they know how to relax. They are able to leave work at the office. They value close friendships and family life, and spend a healthy amount of time with their families.

The second step is to select a career you care about. Studies show that high performers choose work they truly prefer, and spend over two-thirds of their working hours doing it and only one-third on disliked tasks. They want internal satisfaction and not just external results such as pay rises and promotions. In the end, of course, they often have both. Since they enjoy what they do, they produce better work and the rewards are higher.

Rehearsing each challenge or task mentally is the third step to achieving peak performance. Before any difficult or important situation – a public presentation, a board meeting, a key tennis match, for example – most peak performers run their desired actions through in their minds over and over again. Nearly all of us day-dream about important coming events, but idle day-dreaming is not the same as a deliberate mental workout that sharpens the skills to be used in the activity.

In order to achieve peak performance, you also have to seek results, not perfection. Many ambitious and hardworking people are so obsessed with perfection that they produce very little work. It has been found that those with perfectionist tendencies earned considerably less a year than those who did not have such tendencies. In contrast, high performers are almost always free of the compulsion to be perfect. They do not think of their mistakes as failures, but they learn from mistakes so that they can do better the next time.

The next step is to be willing to take risks. Most people are willing to settle for jobs which they think are secure, even if that also means mediocrity and boredom, rather than take chances. High performers, on the other hand, are able to take risks because they would carefully consider how they would adjust and how they would salvage the situation if, in reality they did fail. Constructing a “worst-case” scenario allows them to make a rational choice.

The penultimate step to achieving peak performance is not to underestimate your own, potential. Most of us think we know our own limits, but much of what we “know” is not knowledge at all. It could be a belief which is erroneous and self-limiting. These types of beliefs are the biggest barriers to achieving high-level performance. Too many of us set our individual limits far below

what we can actually achieve. High performers, on the contrary, are able to ignore artificial barriers. They concentrate instead on their own feelings, on their functioning, on the momentum of their effort and are therefore free to achieve peak levels.

Finally, compete with yourself, not with others. High performers focus more on improving on their own previous efforts than on competing with others.

Such are the skills of high performers. If you want to make the most of your talents and to live up to your fullest potential, learn to use these skills.

**Question 3**

**(25 marks)**

You and your sibling recently went to a new restaurant. However, the entire experience was really bad. These are some of the issues you had:

- Despite booking a table in advance you were sat in front of the toilets
- You had to wait very long to be served
- There were only a small number of items available from the vast menu
- The food was unsatisfactory
- The staff were rude and unaccommodating
- You were asked to leave early as the same table was booked by another couple

**Based on the issues mentioned above, write a letter of complaint to demand compensation.**

**Question 4**

**(25 marks)**

Write an essay of about 200 to 250 words on **ONE** of the following topics:

1. Based on statistics, Malaysians have the highest water consumption rate in Southeast Asia. Despite the recent water crisis in Selangor, this situation has not changed much. As a result, the government along with other NGOs are trying to educate the public on why it is necessary to reduce water usage and how it can be done.

Do you think educating the public would be an effective way to reduce water consumption, or should other drastic measures like hiking up water prices be implemented instead? Give reasons to support your answer.

2. What gives us more pleasure and satisfaction: the journey in reaching our dreams or achieving them? Give your reasons with suitable examples.

**~ The End ~**  
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