

FINAL
Examination Paper

(COVER PAGE)

Session : JANUARY / MARCH 2018

Programme : Diploma In Business (DIB)
Diploma In Fashion Design (DFD)
Diploma In Graphic Design (DGD)
Diploma In Interior Design (DID)
Diploma In Interactive Multimedia With Animation Design (DIMA)

Course : ENL1103: Fundamentals Of English

Date of Examination : 8 March, 2018 (Thursday)

Time : 8:00 am – 10:00 am Reading Time : Nil

Duration : 2 Hours

Special Instructions :

Answer **All** the questions. Write your answers in the answer booklet provided.

Materials permitted : Nil

Materials provided : Nil

Examiner(s) : Siti Adibah, Otta Mok, Prema, Regina Sharon Raju, Roy Senthil
Kumar, Dolly Singh, and Tan Hooi Koon

Moderator : Ms Nurul Atiqah Abd Hamid

This paper consists of 10 printed pages, including the cover page

DIPLOMA IN BUSINESS PROGRAMME (DIB)
ENL1103: FUNDAMENTALS OF ENGLISH
FINAL EXAMINATION: JANUARY 2018 SESSION

Instruction: There are **FOUR (4)** sections to this paper. You are required to answer all questions in the answer booklet provided. Each section is worth 25 marks.

SECTION 1: READING COMPREHENSION

(25 marks)

EFFECTIVE COMMUNICATION

- 1 Many people think that communicating is nothing more than talking a lot and speaking clearly. However, in reality good communication is far more complicated than that.
- 2 One of the most important points in good communication is that listening is just as important as speaking. If someone isn't listening, the message is lost just as surely as if it wasn't given in the first place.
- 3 It is dangerous for a speaker to *assume* that the listener is thinking the same way they are thinking. Something that is common sense to one person maybe illogical to another, especially if they are from a different culture. It's surprisingly common for major communication breakdowns to occur when the listener understands one thing from the speaker's words and the speaker actually wanted to express a very different meaning. Therefore, it is very useful for the listener to check that their understanding is the same as the speaker's, especially in formal discussions such as those during business meetings.
- 4 Also, communication can be helped considerably if the listener makes an effort to understand the speaker's feelings. It's useful to remember that non-verbal communication such as body language and facial expression is very important in this, although the degree of *its* importance depends on the situation. Many websites and books say that over 90% of communication is through non-verbal communication. Although this is only partially true – the research that this idea is applied only to the communication of emotions and feelings, not facts – it is an important point nevertheless. An example will demonstrate this: if someone tells you that they are interested in a programme they are in the middle of watching on TV but their eyes are looking elsewhere, their facial expression looks bored and their intonation is flat, would you believe their words?
- 5 In situations where accuracy in communication is important, for example where there might be a possibility of conflict, sometimes the simplest of things can make a big difference. *Barriers* to good communication are obvious: noisy rooms, frequent interruptions from other people, and situations where one person is concentrating on something else, for example, when driving. Just moving to a different place, closing the door, or waiting until another time to hold the discussion are all things that people often forget, but which can cause a very different result.

- 6 It may sound as though these techniques are mainly for formal situations such as business meetings and interviews, but in reality they are also useful in every situation in life, whether at a bar, chatting with neighbours, or talking with partners, children and other family members.
- 7 Many of the skills mentioned above are used in a technique called active listening. This can be used in almost any situation – it is a great idea to try to always be an active listener. There are several parts to this technique. Firstly, an active listener will try to understand from the speaker’s point of view, thinking about what there is in the speaker’s experience that might affect how something is understood. Also, he or she will watch the facial expressions and body language of the speaker carefully, and try to understand these. The active listener will also give the speaker time to think as well as to talk and, depending on culture, will make eye contact with the speaker. Most importantly, the active listener will check that he or she understands correctly, by paraphrasing what he or she understands that the speaker has said. **Benefits** of active listening include stronger trust, fewer conflicts and, ultimately, better relationships and thereby greater happiness.
- 8 In conclusion, there is a lot more to good communication than simply talking at length. Active listening techniques and avoidance of factors that will cause a message to become **confused** are all things that a good communicator will try to do. Sometimes a quiet person who listens carefully and puts thought into how they **express** themselves can be more successful communicator than even an extrovert who doesn't pay attention to the other speakers’ ideas, feelings and ways of thinking.

Source was taken from: English For Academic Purposes, Pearson 2007.

For Questions 1-12 choose the correct answer.

(12 marks)

1. The word **assume** in paragraph 3 means...
- A. to justify an idea as truthful
 - B. to make a guess that something is true
 - C. to predict a future truth
 - D. to define an idea
2. Which of the following is true about paragraph 2?
- A. Communication is just by saying many things clearly.
 - B. Talking a lot is the key to a successful communication.
 - C. Listening and speaking are equally important.
 - D. With listening, the message is going to be misunderstood.

3. Which of the following best represents the main idea for paragraph 3?
- A. Formal discussions in business meetings are more important than any other form of communication.
 - B. Both speakers and listeners have different understandings during a communication process.
 - C. The understandings of both communicators are the same when they are involved in a communication.
 - D. Checking for listener's words is a speaker's responsibility.
4. The main idea of paragraph 4 concluded that communication is effective...
- A. not just because of the words, but also the non-verbal communication.
 - B. because of a speaker's effort to understand his or her own feelings.
 - C. due to their special skills in listening.
 - D. through good facial expression reading.
5. According to the information in the passage, active listening...
- A. includes many of techniques that can help make relationships stronger.
 - B. is used in almost any situation by communicators.
 - C. involves several techniques that can make a speaker experiences a different culture.
 - D. depends on a culture to be practiced.
6. Which of the following are the parts of an active listening technique suggested in the passage?
- I. Understand an idea based from the speaker's point of view
 - II. Look out for non-verbal cues of the speaker
 - III. Make eye contact with the speaker disregards his or her culture or gender
 - IV. Paraphrase to clarify
- A. I and II
 - B. III and IV
 - C. II, III and IV
 - D. I, II, and IV

7. What does the word *its* in paragraph 4 refer to?
- A. Body language and facial expression
 - B. Non-verbal communication
 - C. The speaker's feelings
 - D. Websites and books
8. Which of the following best define the word *barrier* in paragraph 5?
- A. A set of rules in completing a task.
 - B. A difficulty that occurs in the end of a process.
 - C. A technique needed to ensure a smooth business.
 - D. A problem that limits what people can do.
9. Which word shares similar meaning as *benefits* in paragraph 7?
- A. Welfares
 - B. Reimbursements
 - C. Improvements
 - D. Assistancess
10. Which word shares similar meaning as *express* in paragraph 8?
- A. Rapid
 - B. Precise
 - C. Communicate
 - D. Prompt
11. Which word has the opposite meaning from the word *confused* in paragraph 8?
- A. Famous
 - B. Separated
 - C. Marked
 - D. Distinguished
12. What can we infer from the phrase, "avoidance of factors" as used in paragraph 8?
- A. Both speakers and listeners keep away from non-verbal cues to avoid unclear messages.
 - B. Both speakers and listeners consider on the challenges and steer away from the interruptions during a communication process for an effective communication.
 - C. Speakers avoid speaking to other people to prevent conflicts.
 - D. Everyone should avoid from creating more conflicting factors that can interfere an effective communication.

For the following statements in Question 13-18 choose A for True, B for False, or C for Not given statements from the passage for your answer. (6 marks)

13. Over 90% of meaning is expressed in ways other than words.
 - A. True
 - B. False
 - C. Not Given

14. Concentrating on other things can be a barrier to communication.
 - A. True
 - B. False
 - C. Not Given

15. Active listeners don't need to paraphrase what the speaker said.
 - A. True
 - B. False
 - C. Not Given

16. Active listening can make people happier.
 - A. True
 - B. False
 - C. Not Given

17. Active listening is difficult.
 - A. True
 - B. False
 - C. Not Given

18. Introverts can be better communicators than extroverts.
 - A. True
 - B. False
 - C. Not Given

For Questions 19-20, answer the questions in complete sentences. (7 marks)

19. In your opinion, are there situations where active listening might not be so useful? Identify the situations and elaborate your answer. (3 marks)

20. In your opinion, why do you think that your communication sometimes doesn't work? Give two (2) reasons from the passage to support your answer. (4 marks)

SECTION 2: GRAMMAR (25 marks)

Part A: Complete the sentences below with the correct verb form to make the subjects and verbs agree. (10 marks)

1. Without the new taxes, houses built before World War II ___ (have) lower costs than more modern homes do.
2. According to the information on this page, items bought before 1940 ___ (cost) more than items made after that year.
3. The large companies in our area ___ (need) a cheap source of labour.
4. Of all the countries in that area of the world, perhaps Nigeria ___ (have) the most potential.
5. Neither the teacher nor the students ___ (want) to use this book again.
6. As most sports magazines can attest, playing sports such as tennis and basketball ___ (require) not only mental ability but also physical strength.
7. Some of the books on the table ___ (belong) to me.
8. That Shakespeare was one of the most talented writers ___ (be) an understatement to those who are really familiar with the field of literature.
9. Far from being a poor city with little diversity, New Orleans certainly ___ (rank) as one of the most interesting spots in the United States.
10. Unlike similar kinds of pets such as neon tetras, the guppy ___ (need) very little food and attention to survive.

**Part B: Identify the sentences given below as Simple (S), Compound (C) or Complex (CX).
(10 marks)**

1. Ryan stayed home from school on Friday.
2. If you want to go to the mall, you'll have to clean your room.
3. I wanted to play the drums, but my teacher wants me to play the flute.
4. When I grow up, I want to be a fireman.
5. I decided to go to the movies, and my sister went to the carnival.
6. Although it was raining, we decided to go for a bike ride.
7. John likes to go hiking and swimming.
8. He was late for his meeting, so he decided to run the rest of the way.
9. Rachel and Tina like to travel and go sightseeing.
10. He decided to continue fishing, for it was still bright outside.

**Part C: Read the sentences below and identify the sentence errors. Write in FRAG for
Fragment, CS for Comma Splice, or RO for Run-on errors. (5 marks)**

1. Stop studying, we have an appointment in half an hour with the manager.
2. Moe is a fan of most pop music he doesn't like Justin Bieber.
3. Since it's raining.
4. John Grisham writes best-selling books about corruption and the courts, however, his books do not get good reviews from critics.
5. Because he missed the bus.

SECTION 3: SENTENCE WRITING & ERROR CORRECTIONS (25 marks)

Part A: Rewrite the following sentences in the passive or active forms as instructed.

A = Active; P = Passive (5 marks)

1. A strong typhoon struck the coast of China last week. (P)
2. Coach Andrews is giving the team a pep talk in the locker room. (P)
3. The network problem in the office has been rectified by the IT personnel. (A)
4. Over 40 percent of the college hostel was occupied by international students. (A)
5. No one gave Peter an opportunity to speak during the discussion. (P)

Part B: Rewrite the following sentences to correct the fragment, run-on, or comma splice problems. (10 marks)

1. When they got to the campsite.
2. Although Susie had seen that man several times before. She couldn't remember his name.
3. Because he was afraid he would be mocked. Richard was reluctant to speak in class.
4. I eat only healthy snacks. Such as ice cream made with natural ingredients.
5. The two hikers were weary, they've been walking for hours.
6. Edgar Allan Poe's stories are thrilling, Agatha Christie's mysteries are more realistic.
7. We waded into the lake, tadpoles swirled around our ankles.
8. You are late you will not be allowed entry.
9. I would like to read many books I don't seem to have the time.
10. Until the wet paint on the woodwork dries you should not touch it.

Part C: Rewrite the following sentences to correct the dangling or misplaced modifiers. (10 marks)

1. The woman is the owner of the store behind the cash register.
2. The customer demanded that the waiter take her order rudely.
3. After sleeping for ten hours, the alarm clock finally woke me up.
4. Touched by the movie, tears came to Amanda's eyes.
5. Exhausted by his first day at school, Sam's eyes closed in the middle of his favourite TV show.

SECTION 4: WRITING

(25 marks)

*Choose one of the topics given below and write **ONE PARAGRAPH** of about 180-200 words on your topic. Make sure you have a clear topic sentence, good support and a concluding sentence.*

1. The best hang-out place in town
2. How to concentrate in class
3. An unforgettable party
4. Health is more important than wealth

~The End ~

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