

FACULTY OF LIBERAL ARTS

School of Service Professional Development

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) :

Course Code & Name : **ENG1103 English for Academic Purposes**

Semester & Year : January - April 2022

Lecturer/Examiner : Shazan Khan Omar

Duration : 2 hours

INSTRUCTIONS TO CANDIDATES**1. This question paper consists of 3 parts:****PART A (40 marks) : READING COMPREHENSION, SUMMARISING & PARAPHRASING**Part A consists of **FIVE (5)** sections. Answer **ALL** the questions in the space provided.**PART B (30 marks) : GRAMMAR & ACADEMIC WRITING CONVENTIONS**Part B consists of **THREE (3)** sections. Answer **ALL** the questions in the space provided.**PART C (30 marks) : WRITING**Part C consists of only **ONE (1)** section. Choose **ONE (1)** of the topics and write an essay in the space provided.

- Candidates are not allowed to bring any unauthorised materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.**
- This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.**
- Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.**

WARNING: The University Examination Board (UEB) of BERJAYA University College regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College.

Total Number of pages = 9 pages (Including the cover page)

**PART A
INSTRUCTION(S)**

: READING COMPREHENSION, SUMMARISING & PARAPHRASING (40 MARKS)

: Part A consists of **FIVE (5)** sections. Answer **ALL** the questions in the spaces provided.

Communicating Styles and Conflict

- A** As far back as Hippocrates' time (460-370B.C.), people have tried to understand other people by characterizing them according to personality type or temperament. Hippocrates believed there were four different body fluids that influenced four basic types of temperament. His work was further developed 500 years later by Galen. These days there are any number of self-assessment tools that relate to the basic descriptions developed by Galen, although we no longer believe the source to be the types of body fluid that **dominate** our systems.
- B** The values in self-assessments that help determine personality style. Learning styles, communication styles, conflict-handling styles, or other aspects of individuals is that they help depersonalise conflict in interpersonal relationships. The **depersonalisation** occurs when you realize that others aren't trying to be difficult, but they need different or more information than you do. They're not intending to be rude: they are so focused on the task they forget about greeting people. They would like to work faster but not at the risk of damaging the relationships needed to get the job done. They understand there is a job to do. But it can only be done right with the appropriate information, which takes time to collect. When used appropriately, understanding communication styles can help resolve conflict on teams. Very rarely are conflicts true personality issues. Usually they are issues of style, information needs, or focus.
- C** Hippocrates and later Galen determined there were four basic temperaments: sanguine, phlegmatic, melancholic and choleric. These descriptions were developed centuries ago and are still somewhat apt, although you could update the wording. In today's world, they translate into the four fairly **common** communication styles described below:
- D** The sanguine person would be the expressive or spirited style of communication. These people speak in pictures. They invest a lot of emotion and energy in their communication and often speak quickly. Putting their whole body into it. They are easily sidetracked onto a story that may or may not illustrate the point they are trying to make. Because of their enthusiasm, they are great team motivators. They are concerned about people and relationships. Their high levels of energy can come on strong at times and their focus is usually on the bigger picture, which means they sometimes miss the details or the proper order of things. These people find conflict or differences of opinion invigorating and love to **engage** in a spirited discussion. They love change and are constantly looking for new and exciting adventures.
- E** The phlegmatic person - cool and persevering - translates into the technical or systematic communication style. This style of communication is focused on facts and technical details. Phlegmatic people have an orderly methodical way of approaching tasks, and their focus is very much on the task, not on the people, emotions, or concerns that the task may evoke. The focus is also more on the details necessary to accomplish a task. Sometimes the details overwhelm the big picture and focus needs to be brought back to the context of the task. People with this style think the facts should speak for themselves, and they are not as comfortable with **conflict**. They need time to adapt to change and need to understand both the logic of it and the steps involved.
- F** The **melancholic** person who is soft hearted and oriented toward doing things for others translates into the considerate or sympathetic communication style. A person with this communication style is focused on people and relationships. They are good listeners and do things for other people-sometimes to the detriment of getting things done for themselves. They want to solicit everyone's opinion and make sure

everyone is comfortable with whatever is required to get the job done. At times this focus on others can **distract** from the task at hand. Because they are so concerned with the needs of others and smoothing over issues, they do not like conflict. They believe that change threatens the status quo and tends to make people feel uneasy, so people with this communication style, like phlegmatic people need time to consider the changes in order to adapt to them.

G The choleric **temperament** translates into the bold or direct style of communication. People with this style are brief in their communication - the fewer words the better. They are big picture thinkers and love to be involved in many things at once. They are focused on tasks and outcomes and often forget that the people involved in carrying out the tasks have needs. They don't do detail work easily and as a result can often underestimate how much time it takes to achieve the task. Because they are so direct, they often seem forceful and can be very intimidating to others. They usually would welcome someone challenging them. But most other styles are afraid to do so. They also thrive on change, the more the better.

H A well-functioning team should have all of these communication styles for true effectiveness. All teams need to focus on the task, and they need to take care of relationships in order to **achieve** those tasks. They need the big picture perspective or the context of their work, and they need the details to be identified and taken care of for success. We all have aspects of each style within us. Some of us can easily move from one style to another and adapt our style to the needs of the situation at hand-whether the focus is on tasks or relationships. For others, a dominant style is very evident, and it is more challenging to see the situation from the perspective of another style. The work environment can influence communication styles either by the type of work that is required or by the predominance of one style reflected in that environment. Some people use one style at work and another at home.

The good news about communication styles is that we have the ability to develop **flexibility** in our styles. The greater the flexibility we have, the more skilled we usually are at handling possible and actual conflicts. Usually it has to be relevant to us to do so, either because we think it is important or because there are incentives in our environment to encourage it. The key is that we have to want to become flexible with our communication style. As Henry Ford said, "Whether you think you can or you can't, you're right!"

SECTION 1 : Matching Sentence Endings (9 marks)

INSTRUCTION : Complete each sentence with the correct endings given below.

between your work settings and the way you communicate
types of human nature should be studied well
communication style is based on factual information
can make people uncomfortable
prefer to involve in a lively talk
need to be taken into account
should be maintained regardless of circumstances

facilitates us to understand others

is dynamic

1. More than three		Paragraph C
2. There is a significant relationship		Paragraph H
3. Trying new things		Paragraph F
4. The elements of this		Paragraph E
5. Some people		Paragraph D
6. Strategies and logic		Paragraph E
7. Style of communication		Paragraph H
8. Personality		Paragraph A
9. Relationship with others		Paragraph B

SECTION 2 : Matching Information (6 marks)

INSTRUCTION : Do the following statements agree with the view of the writer? Answer **True**, **False**, or **Not Given** to the following questions.

True	if the statement agrees with the claims of the writer
False	if the statement contradicts the claims of the writer
Not Given	if there is no information on this

1. It is believed that sanguine people dislike variety.
2. Melancholic and phlegmatic people have similar characteristics.
3. Managers often select their best employees according to personality types.

4. It is possible to change one's personality type.
5. Workplace environment can affect which communication style is most effective.
6. The writer believes that using self-assessment tools can help develop one's personality.

SECTION 3 : Matching: Word and Meaning (10 marks)

INSTRUCTION : There are ten **bold** words in the reading passage in **Part A**. Find a **bold** word from the reading passage to match each of the descriptions below.

1. A state in which an individual feels that either he himself or the outside world is unreal
2. To have power and influence over
3. Feeling or expressing pensive sadness
4. The same in a lot of places or for a lot of people
5. The quality of being easily adapted or of offering many different options
6. To bring to a successful end; carry through; accomplish
7. To come into collision or disagreement; be contradictory
8. To occupy the attention or efforts of (a person or persons)
9. To draw away or divert, as the mind or attention
10. The combination of mental, physical, and emotional traits of a person

SECTION 4 : Summarising & Paraphrasing (15 marks)

INSTRUCTION : Based on the reading passage in **Part A**, summarise and paraphrase the following sentences using your own words.

1. These days there are any number of self-assessment tools that relate to the basic descriptions developed by Galen.
2. When used appropriately, understanding communication styles can help resolve conflict on teams.
3. The focus is also more on the details necessary to accomplish a task.
4. Because they are so concerned with the needs of others and smoothing over issues, they do not like conflict.
5. A well-functioning team should have all of these communication styles for true effectiveness.

PART B : GRAMMAR & ACADEMIC WRITING CONVENTIONS (30 marks)

INSTRUCTION(S) : Part B consists of **THREE (3)** sections. Answer **ALL** the questions in the space provided.

SECTION 1 : Active and Passive Voice (10 marks)

INSTRUCTION : Change the active sentences into passive sentences.

- | | |
|---|--|
| 1. The supervisor has introduced new procedures for dealing with customer complaints. | |
| 2. Tyron is conducting a research into the effects of advertising on children. | |
| 3. They offer the opportunity to go on vacation. | |
| 4. The company will purchase an established photocopier brand. | |
| 5. The management will transfer new staff to the old building. | |

SECTION 2 : Tenses (10 marks)

INSTRUCTION : Fill in the blanks with the correct tense forms for the verbs given in brackets: **Simple Past** or **Present Perfect**.

1. The servers (receive) some bonus for the last event.
2. The editor (design) the brochure seven times so far with the department.
3. Mr. Garrison (issue) an announcement to deal with tardiness last week.
4. The new staff (seek) assistance from the seniors yesterday.
5. The band (publish) four albums so far in their career.
6. Researchers (attribute) the discovery to Elon Musk a short time ago.
7. This data (illustrate) the change in price an hour ago.

8. As predicted, Pepsi Inc. (increase) the sugar content of their drinks for 2022.
9. The students (submit) their assignment to the lecturer last night.
10. Ms Alison (lead) the regional meeting since her promotion.

SECTION 3 : Academic Writing Conventions / Formal Language (10 marks)

INSTRUCTION : Identify and change two informal words in the following sentences to construct more formal forms.

- | | |
|---|--|
| 1. The meeting minute left out the names of those that weren't here. | |
| 2. The waiter goes on to make the same mistake again and again. | |
| 3. The doctor will take a look at the bruises on the fellow. | |
| 4. People are sick of his beating around the bush answer. | |
| 5. Plus, it was mentioned that there were a lot of cars at the party. | |

END OF PART B

PART C : **WRITING (30 marks)**

INSTRUCTION(S) : Part C consists of only **ONE (1)** section. Choose **ONE (1)** of the topics and write an essay in the space provided.

SECTION 1 : **Essay Writing (30 marks)**

INSTRUCTION : Write a **300-word** expository essay on the topic given.

Families move for many reasons: a new job, to live in a better place or to start a new life. Moving frequently can be both uplifting and upsetting to cope with, especially for teenagers.

Explain how moving from place to place affects teenagers.

(Write in the box below)

END OF EXAMINATION PAPER