



**FACULTY OF EDUCATION & ARTS**

**FINAL EXAMINATION**

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Subject Code & Name : **MPU 3232 Academic Writing Skills**  
Semester & Year : May – August 2024  
Lecturer/Examiner : Ms Yogamalar Raja  
Duration : 2 hours

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**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 3 parts:  
PART A (25marks) : **READING COMPREHENSION**  
Answer ALL the questions in the spaces provided.  
PART B (30 marks) : **PARAPHRASING**  
Answer ALL the questions in the spaces provided.  
PART C (45 marks) : **ESSAY WRITING**  
Write the essay in this examination paper.
2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. 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.

**WARNING:** The University Examination Board (UEB) of BERJAYA University College of Hospitality 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 of Hospitality.

**Total Number of pages = 13 (Including the cover page)**

**PART A** : **READING COMPREHENSION (25 MARKS)**  
**INSTRUCTION(S)** : **Answer ALL EIGHT(8) the questions in the space provided.**

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Instructions: Read the text below carefully.

### **Why Experience and Education Won't Get You Hired**

In today's day and age, what does it really mean to be "qualified" for a job? Unfortunately, for many people in the job market, it means they have the experience and education to do the job well. While these factors are important, they only really *qualify* you for a possible job interview. It gets you in the door but as you may have noticed, it doesn't get you hired. Almost  
5 everyone who gets an in-person interview is qualified 'enough'. The rest is up to you. Are you the person they want to work with every day?

Several months ago, I wrote this article discussing the number one reason you don't get hired after an interview. I related that enthusiasm, passion, and presence trumps all in the job interview process. And, just like I had heard from many in the past, several comments on that  
10 article balked at the idea that a good education and solid work experience aren't enough. But the truth is, it's not and never will be.

I can't express in words how difficult it is for managers to manage attitude problems. The cost of hiring a 'qualified' applicant who is set in his or her ways, is only there for the salary, is unwilling to consistently go above and beyond the job responsibilities, complains incessantly,  
15 and is a clock-watcher comes with a very high cost most companies wish to avoid.

Attitude issues fall into a grey area when it comes to employee performance issues. With the various employment laws in place combined with lawsuit-happy employees, companies can be stuck dealing with an employee who has a bad attitude and only does the bare minimum to get by, for years, simply to avoid a potential lawsuit that could erupt from a termination.

20 While that personality type or issue is at the extreme end, the typical qualified applicant is usually 'average'. He or she may complain some (but not incessantly), may work an additional half hour to an hour (or slightly more or less) per week, may help out in other areas on a rare

occasion, and may do their job well. This, however, is neither an ideal candidate nor an ideal employee. Being average and simply getting your job done correctly is not enough in the corporate work environment.

A huge part of the job interview process, on the employer's end, is determining if you are a good fit for the company. This is based solely on your attitude, personality, work style, and work ethic. A company who wants to rise up to the next level needs employees who are present, excited, and passionate about their work.

No matter what education and past work experience you have, at best, you can only give approximately 77% of your true potential if you are not excited to be there doing your job. You simply won't be nearly as engaged in your work as someone who is. According to the Society of Human Resources Management, approximately 80% of employees are disengaged at work. Employers want people who they believe will fall in the remaining 20%. That's a tall task.

In the end, when a hiring decision needs to be made, most employers will choose an honest individual who shows presence, enthusiasm, and passion for the company and the job over hard skills and qualifications. A go-getter – an individual, who consistently **goes above and beyond**, has a positive attitude, communicates well, and is flexible and inspiring. The employer wants to know that the individual hired truly will care about the job and the company and consistently and enthusiastically show it in how he or she operates at work.

When I was involved in interviewing and hiring employees, sometimes we would lower a job title from manager level to non-manager level just because we met a passionate, enthusiastic person in the job interview process who wouldn't quite fit into a manager role but their personality was so engaging that we wanted to fit him or her into the company somehow. And we believed we could train that person in job skills they were lacking.

Whenever that plan failed, and it wasn't often, it was because the person put on a good show in the interview and simply didn't have the enthusiasm, passion and presence we thought we saw before he or she was hired. It rarely (if ever) fails because the person simply couldn't learn the job skills he or she was lacking.

Many older candidates feel very strongly that ‘this’ isn’t how it used to be and shouldn’t be today. No, maybe it’s not. But what good does it do you to wish it was the way it used to be and refuse to accept the reality of today? Life is ever-changing and living in the present moment is the only way to succeed. It is critical to your success that you surrender to how it  
55 ‘is’ now.

If you want to be considered as one of **the 20%**, commit to changing how you look at things. You don’t have to accept the automatic thoughts that pop in your head on this topic that tell you differently. Question them and understand that your beliefs about what you think matters most in a candidate may need some tweaking.

60 Be open to this message. No matter how much education and relevant work experience you have, you really aren’t the best person or a shoo-in for any job unless you really want to do it and it authentically shows in your interviews. Employers want to see that you are going to excitedly give 150% to this job and company and you won’t spend your days complaining about it.

65 The truth is, if you are applying to jobs just so you can get paid, you likely won’t show up as the person they wish to hire. While many, many people can and do fake their way through an interview (trying hard to express passion, excitement, and presence), and then get hired and show up at work otherwise, being authentically enthusiastic, passionate, and present trumps all and always will.

70 If you aren’t excited about the work you are applying to do, it’s time to re-evaluate the choices you are making in your life. When you are in the right interview for the right job it will show with a little effort on your part and you won’t have to try to ‘remember’ to bring those qualities with you.

75 By: Jessica Simko Published: November 13, 2013 in [www.careerealism.com](http://www.careerealism.com)  
(Accessed on May 17, 2014)

**Instructions: Answer the questions below in the spaces provided.**

1. According to the writer, what actually does a job seeker get with work experience and education? (2 marks)

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2. How do experience and education help employers to predict about an employee? Differentiate the experience and education.

(2 marks)

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3. What makes it difficult for employers to terminate an employee with performance issues? Provide **TWO (2)** reasons. (4 marks)

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4. In your own words, describe the type of above average employees whom prefer to employ. (6 marks)

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5. Explain what the phrase '*goes above and beyond*' (lines 40 - 41) means. (2 marks)

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6. What is the writer's strategy to hire an employee with the right attitude? Provide a detailed explanation. (4 marks)

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7. What is the writer's rebuttal to the older candidates who feel that the writer's new method of hiring shouldn't be used? (3 marks)

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8. Who are 'the 20%' the writer is referring to in line 56? (2 marks)

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**End of Part A**

**PART B : PARAPHRASING (30 MARKS)**  
**INSTRUCTION(S) : ANSWER ALL FOUR(4) questions in the space provided**

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**Instructions: Paraphrase the following sentences into your own words without changing their intended meaning.**

1. The 2013 *Randstad Workmonitor Report\** showed that for three-quarters (76%) of people in Malaysia, experience is more important than education for younger people (aged 25 and below) in securing a job. This figure signalled a shift from the traditional mindset that prioritises education over experience, and highlighted the need for young employees to have a well-rounded resume. (8 marks)

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2. In today's workforce, employers are looking beyond a young person's qualifications. They are also seeking the experience the potential employee will bring and how it will help the development and growth of their organisation. (6 marks)

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3. Knowledge learnt from a text book is not enough. Young jobseekers need to proactively increase their work experience and skill-set. This can include seeking internship experiences while in school or joining relevant industry groups or associations. The knowledge and skills gained through such activities will give employees more examples to share at an interview, and a better chance of success. (9 marks)

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4. The survey of 405 Malaysian employees also found that 63 percent of the respondents believe it is harder for younger jobseekers to find a suitable job, despite three-quarters (74%) believing it is good for companies to actively recruit from this age group. Due to their younger age and limited working experience, it is not surprising that many are of the opinion that this group of jobseekers are facing more difficulties securing a job. (7 marks)

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*\* The Randstad Workmonitor tracks employee confidence and captures expectations surrounding the likelihood of changing employers within a six month time frame, provides a comprehensive understanding of job market sentiments and employee trends. Source: [www.hr-matters.biz](http://www.hr-matters.biz)*

**End of Part B**

**PART C : ESSAY WRITING (45 MARKS)**  
**INSTRUCTION(S) : Part C consists of ONE(1) section only.**  
**Write your essay in the spaces provided by fulfilling TWO (2) specific tables**

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**Instructions: Write an argumentative essay on the following topic using the BLOCK PATTERN.**

Without the basic knowledge gained through education, employees may need further training so they will take a longer time to perform well on the job. Therefore, companies should choose educational qualification over work experience when hiring their employees.

How far do you agree with this statement?

You must fulfil **TWO (2)** of the following tasks when writing your essay:

1. Write an argumentative essay :
  - The length of the essay must be **NO LESS THAN 350 WORDS**.
  - The organisation of the essay must be in **BLOCK pattern**.
  
2. Demonstrate your skills in referencing for the essay :
  - You must cite ONE (1) idea from the reading comprehension article in **Part A (pages 2 - 4)**.
  - For the citation, you must **paraphrase** the original sentence(s) and provide the correct **in-text referencing** based on the Harvard Referencing format.
  - At the end of your essay, write out the **end-text referencing** (Harvard Referencing format) for the reading comprehension article in **Part A (pages 2 - 4)**.

Write your answer in the spaces provided below.

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