



Private & Confidential

FACULTY OF LIBERAL ARTS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **MPU2232 Thinking Skills**
Semester & Year : September 2017
Lecturer/Examiner : Dorcas Lam Yarn Pooi
Duration : 2 hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (60 marks) : READING COMPREHENSION
PART B (40 marks) : PROBLEM SOLVING
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.
4. 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 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 = 7 (including the cover page)

PART A : READING COMPREHENSION (60 marks)

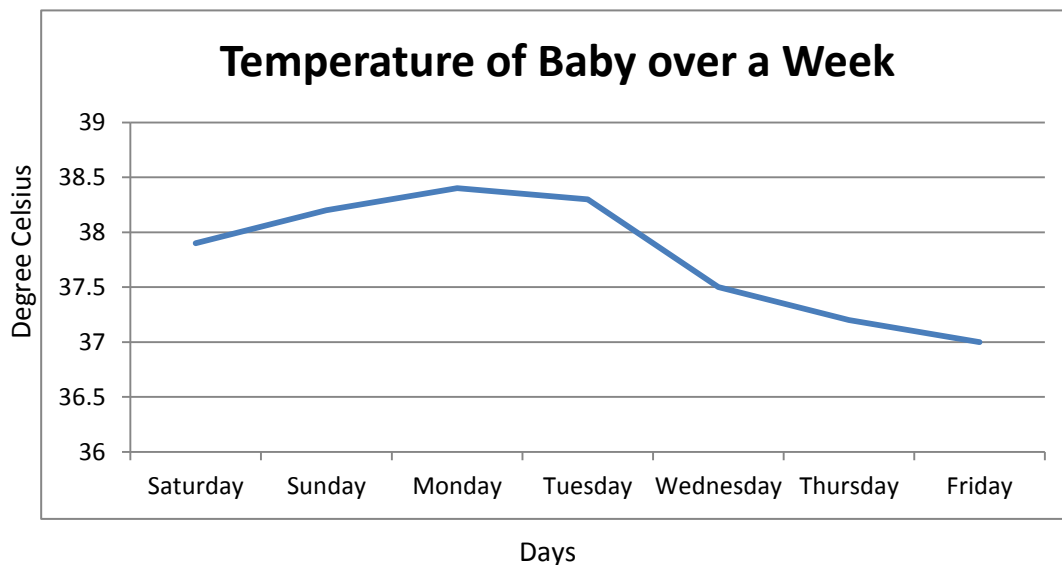
INSTRUCTION : There are TWO (2) sections in this part.
Answer all questions in the answer booklet provided.

SECTION 1: DATA ANALYSIS (30 marks)

Questions 1 – 6: Read the graph below along with the accompanying text, and answer each question based on the information given.

Farah’s baby was sick over the past week. When she took him to the doctor last Friday, the doctor diagnosed him with viral fever that will run its course in 3 – 4 days. He advised Farah to keep a record of the baby’s body temperature for a week and immediately return to see the doctor when the baby’s body temperature exceeds 38 degree Celsius as he may need to be hospitalized.

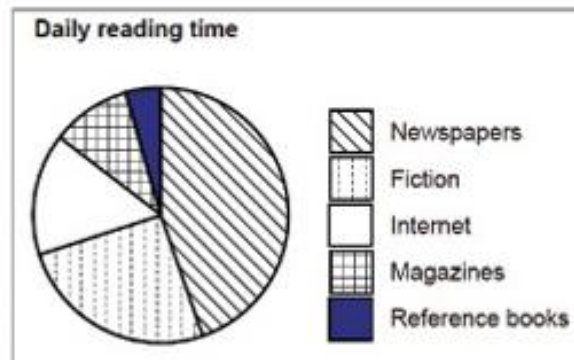
The line graph below shows the baby’s temperature over a week.



1. On what day was the baby’s temperature the highest? (1 mark)
2. On what day did the baby’s temperature start decreasing? (1 mark)
3. From the information above, why do you think the baby’s body temperature started decreasing on that day? (3 marks)
4. If a healthy person’s body temperature is 37 degree Celsius, when did the baby’s fever fully subside? (3 marks)
5. Based on the doctor’s advice, on what day should Farah have brought her baby back to the doctor? (3 marks)
6. When Farah first brought her baby to the doctor on Friday, what do you think was the baby’s body temperature?
 - i. Give an estimated range based on the information above. (2 marks)
 - ii. Why did you estimate his temperature to be in that range? (2 marks)

Questions 7 – 12: Read the pie chart below along with the accompanying text, and answer each question based on the information given.

The pie chart below is the result of a survey done among 128 retired adults in a local township to find out how much time is spent on each type of reading material.



7. Do these retired people more spend more time reading fiction or magazines? (1 mark)
8. What is the reading material that the survey participants spend the least time reading? (1 mark)
9. Why do you think they spend the least time on this type of reading material? (3 marks)
10. Which 3 types of reading materials are read more often than magazines? (3 marks)
11. Why do you think newspapers are most frequently read? (3 marks)
12. The same survey is done a second time among secondary school-age teenagers in the same town.
 - i. Name one way in which you think the result of the second survey will be different from the first. (2 marks)
 - ii. Why do you think that difference will occur? (2 marks)

SECTION 2: TEXTUAL ANALYSIS (30 marks)

Global Warming Requires a Global Solution

- 1 The increase in greenhouse gas emissions over the past 50 years is viewed as a major factor in global warming. Research by the leading world authorities on global warming, the Intergovernmental Panel on Climate Change (IPCC), suggests that even if all carbon dioxide emissions ceased today, there would be climate changes for a number of years to come, leading to water shortages for 5 billion people and increased flooding across Northern Europe by 2025. However, scientists have proposed a range of solutions from increasing efficient use of fossil fuels to incentives for using cleaner forms of energy, which they believe are sufficient to make a real impact on climate change.
- 2 The Kyoto Protocol was proposed in 1997 as a means of working towards a reduction in greenhouse gas emissions and the halting of long-term climate change. It focuses on developed countries, the world's greatest polluters, and seeks to establish an overall reduction in greenhouse gas emissions of 5 per cent on 1990 levels over the period of 2008-2012. Many key developed industrial nations have ratified the Protocol but a number of others have been resistant towards signing it, as **they** feel it is unfair that developing countries are exempt from the Protocol. Although a global solution to global warming is required, developed countries need to take the lead.
- 3 Politicians, scientists and businesses in developed countries have given a number of reasons for not signing up to the Protocol. These include doubt about the real link between carbon dioxide emissions and global warming, concerns about the effect on their own economies and a rejection of the need for imposed, rather than voluntary, reductions in emissions. A number of leaders of state have cited the lack of emission reduction targets for developing countries as the key reason behind their rejection of the Protocol. On the surface, this appears as a fair argument—global warming is a problem for everyone, not just those in developed countries, and requires every nation to participate. William K. Stevens (1997) makes the point that, if left unchecked, emissions from developing countries will surpass those from developed countries in 20-30 years.
- 4 Emissions from developing countries are clearly an important issue. However, for developing countries, the argument that they should be subject to exactly the same restrictions as developed countries does not carry weight. After watching developed countries build their wealth and power on extensive use of fossil fuels this appears to be a case of 'do what I say, not what I do'. Dr. Mwandoyisa, chair of the developing countries' caucus on climate change, makes the point that many developing countries are struggling just to provide an acceptable standard of living for their citizens but are being asked to support changes which would allow the developed world to maintain its wasteful lifestyle (Stevens, 1997). This is similar to someone dumping their waste in a local field and then complaining that other people are not doing enough to preserve the countryside.
- 5 Also, even though developing countries are not required to reduce emissions under the Protocol, Dr. Mwandoyisa notes that most of them are already working towards this aim, even with limited resources and technology. Developing countries recognise that they have a role to play in halting global warming, but feel that developed countries are better placed to develop the structures and technologies which are needed to support this work further. This is equitable, given developed countries' greater role in the development of global warming.

- 6 Greenpeace (2001) suggests that reluctance to offend powerful fossil fuel companies is the key reason behind some developed countries' reluctance to address global warming. Countries which have a heavy reliance on fossil fuels face the possibility that agreeing to reduce emissions will have serious implications for their economy in terms of job losses. However, Stevens (1997) suggests that developed countries, such as the USA and Australia, are actually more fearful of competitive advantages being given to those developing nations such as China and South Korea who stand on the threshold of industrialization. Whilst such arguments do have validity in terms of developed countries seeking to maintain their current economic power, their validity is short-term.
- 7 In the short term, countries who refuse to reduce greenhouse gas emissions are able to continue as economic superpowers. However, ultimately, a failure to address greenhouse gas emissions could enforce changes above and beyond those imposed by the Kyoto Protocol. Long-term global warming is anticipated to cause significant climate changes in those developed countries that are reluctant to sign the Protocol. These changes will impact on a range of major industries, for example, causing flooding in tourism centres and droughts in key agricultural lands (Penfold, 2001). The extreme economic consequences of such changes undermine the validity of economic preservation as an argument for not ratifying the Kyoto Protocol.
- 8 Therefore, although there are economic consequences in taking action to reduce emissions, they are ultimately outweighed by the consequences of unwelcome climate change and long-term economic disaster if we fail to implement global action. Not all countries have played an equal part in the causation of global warming and it is fair that those who have contributed most towards global warming should also contribute most towards finding its solutions. However, given the potential consequences of global warming, it does require a global solution and there is a role and rationale for all countries in reducing greenhouse gas emissions.

Taken from Cottrell, S 2005 *Critical Thinking Skills: Developing Effective Analysis and Argument*, Palgrave Macmillan, New York.

Questions 13 – 17: Answer the following short-answer questions based on the passage above.

13. Who does “they” in the sentence below refer to?
 “. . . **they** feel it is unfair that . . . “ (Paragraph 2) (2 marks)
14. List the **four (4)** reasons cited in the article to explain why some developed countries are unwilling to sign the Kyoto Protocol. (8 marks)
15. Some people from developed countries have questioned why developing countries are not bound by the Kyoto Protocol. How does the author answer these people? List **two (2)** refutations. (4 marks)
16. Why does the author say that the validity of the argument presented in Paragraph 6 is “short-term”? (2 marks)
17. What is the main argument that the author makes in this passage? Your answer should be **no more than two (2)** sentences. (4 marks)

Questions 18 – 22: Each sentence below is taken directly from the passage “Global Warming Requires a Global Solution”. Decide whether each statement is:

- (A) A reason given in support of the author’s position, or**
- (B) An acknowledgement of a counter-argument that supports a different position, or**
- (C) A refutation of a counter-argument**

- 18.** “On the surface, this appears a fair argument—global warming is a problem for everyone, not just those in developed countries.” (Paragraph 3) (2 marks)
- 19.** “. . . for developing countries, the argument that they should be subject to exactly the same restrictions as developed countries does not carry weight.” (Paragraph 4) (2 marks)
- 20.** “Developing countries recognise that they have a role to play in halting global warming, but feel that developed countries are better placed to develop the structures and technologies which are needed to support this work further.” (Paragraph 5) (2 marks)
- 21.** “Greenpeace (2001) suggests that reluctance to offend powerful fossil fuel companies is the key reason behind some developed countries’ reluctance to address global warming.” (Paragraph 6) (2 marks)
- 22.** “While such arguments do have validity in terms of developed countries seeking to maintain their current economic power, their validity is short-term.” (Paragraph 6) (2 marks)

END OF PART A

PART B : PROBLEM SOLVING (40 marks)

INSTRUCTION : There is ONE (1) section in this part.
Complete the following task in the answer booklet provided.

SECTION 1: CASE STUDY

Scenario:

Recent social research shows that young people now prefer cafés over libraries and offices as places to study, work, and have meetings. So, in March 2017, Steven opened a new café with 2 other friends, Ming Yee and Shalini. The café is located in downtown Bukit Bintang within a short walking distance from the new Bukit Bintang MRT station. Steven was trained in pastry art, Ming Yee used to work as a barista at a well-known coffee chain, and Shalini is a Certified Professional Accountant who got tired of working at an audit firm. None of them has any experience running a business before. The café was Steven's initiative, but they have each invested RM 20,000 as modal to start up this business, hoping that they can recover the initial modal within 6 months of operating the business and start making profit from September 2017 onwards.

It is now November 2017, and the business has yet to break even. The money they make from the café is enough to pay off rent, utilities, and the 5 extra servers that they have hired, but Steven, Ming Yee, and Shalini are not getting any profit. A few of the reviews on TripAdvisor commented that the food is delicious and the price is very affordable, but the service is very slow and the staff members cannot communicate well with tourists due to the language barrier.

Last month, a new Korean-style café started running their business a few doors down from Steven's café, and it seems to be getting more customers. The landlord has also told them that he will increase the rent by 2018 as the value of the property has increased due to the recently completed MRT station.

Questions 1 – 5: Answer each question below based on the scenario presented above.

1. Describe the specific problem in this case study. (2 marks)
2. Based on the information given in the scenario above, do a SWOT analysis on the problem that you have identified.
 - i. State **two (2)** strengths (4 marks)
 - ii. State **two (2)** weaknesses (4 marks)
 - iii. Describe **two (2)** opportunities (4 marks)
 - iv. Describe **two (2)** threats (4 marks)
3. Suggest **three (3)** possible solutions to the problem. (6 marks)
4. Describe **one (1) benefit** and **one (1) disadvantage** for each solution. (12 marks)
5. Which is the best solution to be implemented? Why? Provide **one (1) reason**. (4 marks)

END OF EXAMINATION PAPER