

CII. LANGUAGE USAGE

Complete the text by filling in the blanks with appropriate form of the words listed below. Use each word once only.

| | | | | |
|---------|----------|--------|----------|----------|
| publish | announce | create | choose | prepare |
| select | teach | allow | regulate | transmit |

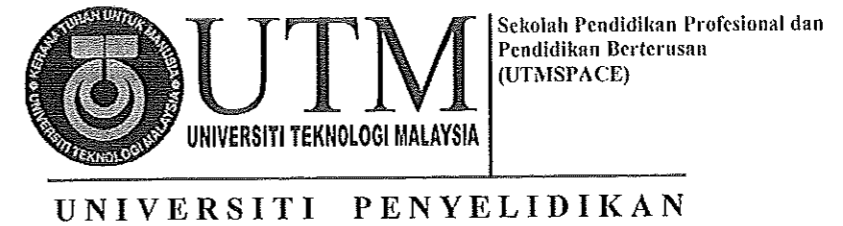
"Learner drivers who pass their automatic transmission driving tests will only be allowed to drive automatic transmission vehicles starting May 2012," said Transport Minister Datuk Seri Kong Cho Ha. Through the new system, those tested using manual cars would be (1) _____ to drive both manual and automatic transmission vehicles. "We are (2) _____ a plan to modify the New Driver's Education Curriculum which includes the option of using automatic cars for testing," he told reporters yesterday. "We leave it to learner drivers to (3) _____ between an automatic or manual car for their test. Being tested in a manual car entitles the licence holder to drive both types of cars. Automatic (4) _____ driving licence holders can only drive automatic cars." Previously, the government (5) _____ a proposal to use automatic transmission cars for driving tests in May after changes in the New Driver's Education Curriculum. With regard to the (6) _____ of road safety in Bahasa Melayu at secondary schools, Kong said the government plans to extend it to Form Four students. This is done to (7) _____ a road safety awareness culture among the younger generation. The minister said a textbook on road safety education has already been (8) _____ this year for Form One students. "This is an initiative by the government and relevant agencies, including the Road Safety Department (RSD), to help motorists become more responsible and adhere to traffic (9) _____." In April 2007, RSD and the Education Ministry introduced road safety education, delivered in Bahasa Melayu at 1 000 (10) _____ primary schools.

(Adapted from: *Limited to Auto Cars*, The Sun, January 11, 2012)

(10 x 1m = 10m)



END OF PAPER



FINAL EXAMINATION / PEPERIKSAAN AKHIR
SEMESTER 2 – SESSION 2011 / 2012
PROGRAM KERJASAMA

COURSE CODE : UDB 2332 / UHB 2332
KOD KURSUS

COURSE NAME : ENGLISH FOR PROFESSIONAL COMMUNICATION
NAMA KURSUS

YEAR / PROGRAMME : 2 nd - ALL PROGRAMME / DUA - SEMUA PROGRAM
TAHUN / PROGRAM

DURATION : 2 HOURS / 2 JAM
TEMPOH

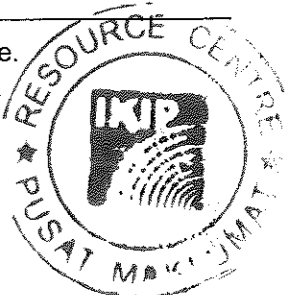
DATE : APRIL 2012
TARIKH

INSTRUCTIONS :
ARAHAN

1. Answer ALL questions in the space provided in this question booklet.
Jawab SEMUA soalan diruangan yang disediakan di dalam buku soalan ini.
2. Candidates are required to follow all instructions given out by the examination invigilators.
Calon dikehendaki mematuhi semua arahan daripada penyelia peperiksaan.

| | | |
|-------------------------------------|---|-------|
| NAME NAMA PELAJAR | : | |
| I.C NO. NO. K/PENGENALAN | : | |
| YEAR / PROGRAMME TAHUN / PROGRAM | : | |
| COLLEGE KOLEJ | : | |
| LECTURER'S NAME NAMA PENSYARAH | : | |

This examination booklet consists of 16 pages including the cover page.
Buku soalan ini mengandungi 16 muka surat termasuk kulit hadapan.



**PUSAT PENGAJIAN DIPLOMA
SPACE
UTM *International Campus*
PETIKAN DARIPADA PERATURAN AKADEMIK
ARAHAN AM**

- | | |
|--|---|
| 1. A. anxiety B. concern C. distress | 6. A. has been B. had been C. have been |
| 2. A. study B. report C. review | 7. A. will increase B. will improve C. will intensify |
| 3. A. in B. from C. between | 8. A. compare B. compares C. compared |
| 4. A. similarly B. respectively C. correspondingly | 9. A. in B. with C. along |
| 5. A. they B. their C. them | 10. A. This B. These C. Those |

1. PENYELEWENGAN AKADEMIK (SALAH LAKU PEPERIKSAAN)

1.1 Pelajar tidak boleh melakukan mana-mana salah laku peperiksaan seperti berikut:-

- (a) Memberi atau menerima atau memiliki sebarang maklumat dalam bentuk elektronik, cetak atau apa-apa jua bentuk lain yang ada kaitan dengan sesuatu kursus semasa peperiksaan bagi kursus tersebut dijalankan sama ada di dalam atau di luar Dewan/Bilik Peperiksaan melainkan dengan kebenaran Ketua Pengawas.
- (b) Menggunakan maklumat yang diperolehi seperti di perkara 1(a) di atas bagi tujuan menjawab soalan peperiksaan.
- (c) Menipu atau cuba untuk menipu atau berkelakuan mengikut cara yang boleh ditafsirkan sebagai menipu atau cuba untuk menipu semasa peperiksaan sedang berjalan.
- (d) Lain-lain salah laku yang ditetapkan oleh Universiti.

2. HUKUMAN

2.1 Sekiranya pelajar didapati telah melakukan pelanggaran mana-mana peraturan peperiksaan ini, setelah dibicara oleh Jawatankuasa Akademik Fakulti dan disabitkan kesalahannya, Senat boleh mengambil tindakan dari mana-mana satu, atau kombinasi yang sesuai dari dua atau lebih hukuman-hukuman berikut :-

- (a) Memberi markah SIFAR (0) bagi keseluruhan keputusan peperiksaan mata pelajaran yang berkenaan. (Termasuk kerja kursus).
- (b) Memberi markah SIFAR (0) bagi semua mata pelajaran yang didaftarkan kepada semester tersebut.
- (c) Pelajar yang didapati melakukan kesalahan kali kedua hendaklah diambil tindakan tatatertib mengikut peruntukan Akta Universiti dan Kolej Universiti, 1971, Kaedah-kaedah Universiti Teknologi Malaysia (Tatatertib Pelajar-pelajar), 1999.

(10 x 1m = 10m)



SECTION C (20 marks)
C I. CLOZE TEXT

Circle the most appropriate answer from the options given.

PETALING JAYA: Selangor may experience a water crisis before 2014 if the state government keeps delaying construction of the Langat 2 water treatment plant. The Association of Water and Energy Research Malaysia (AWER) has voiced their (1) _____ over this issue as it was found that the water crisis in Selangor has worsened over the years. Its president, S. Piarapakaran said a (2) _____ conducted by AWER predicted that a water crisis might occur in Selangor in 2014 if the demand for water increased between 2% and 2.5%. He said the average increase of treated water production annually (3) _____ 2007 to 2010 was 2.14%. According to the Malaysia Water Industry Guide 2011, Selangor produced approximately 2 million, 3 million and 4 million litres of water per day in 2008, 2009 and 2010 (4) _____. To prevent such a crisis, Piarapakaran urged the state and federal governments to set aside (5) _____ differences and work together to prevent such a crisis. This includes ensuring that water concessionaires were regulated and fully-licensed under the Water Services Industry Act (WSIA) 2006. Pointing out that water services industry restructuring process (6) _____ 'hibernating' since 2008, he stressed that the Langat 2 water treatment plant must go forward. "Delay in building the Langat 2 treatment plant (7) _____ the cost, which will be passed on through the tariff eventually," he said, adding that water should not be politicised. Piarapakaran said the Langat 2 treatment plant was much more cost-effective and reliable (8) _____ with the Selangor government's suggestion of constructing more groundwater extraction plants. "Groundwater extractions also come (9) _____ many other environmental impacts that could create potential risks to the public. (10) _____ include dangerous environmental effects such as hydraulic cracks and instability of the ecosystem which might not successfully work during a water crisis," he further added.

(Adapted from: 2014 Water Crisis Warning, The Star, January 14, 2012)



SECTION A (24 marks)
REPORT: COMPREHENSION

Read the following memo report carefully.

MALAYSIAN INSTITUTE OF MANAGEMENT
Human Resource Department

Memorandum

TO : Datuk Imran Aziz, Chairman
FROM : Adele Puspa, Head of Human Resource
DATE : 20 April 2012
SUBJECT : Transformation in Recruitment Process

1.0 Introduction

Nowadays, as talent is scarce in the job market, the importance of hiring the right individual for the right task in an organisation has become a major issue which cannot be overlooked. The success of an organisation depends immensely on the talent pool available within it. Organisations have to compete aggressively to attract the most talented fresh graduates to work for them. Much effort is channeled to understand the mindset and needs of the new generation who are entering the job market. Some organisations go to the extent of bending their management approach to be accepted as preferred employers and thus remain competitive in attracting the best talent pool.

Hiring the wrong candidate is a very costly error for an organisation especially if they have invested much to train the graduates, develop their skills and prepare them to carry out their job function efficiently. Failure to perform after the extensive trainings will lead to huge losses. To make things worse, many countries are now facing brain-drain due to the loss of their talent pool to more developed countries which scout fiercely for talents around the world. Therefore, to meet the present challenges, the hiring process of an organisation needs to be well planned and executed. This report aims to highlight the need for companies to re-evaluate and revamp their recruitment process and change their hiring process to attract talented graduates to join their workforce.

2.0 Findings

2.1 Defining Best Graduate

Before an organisation is able to make the right hiring decision, it is imperative to identify the characteristics of the best graduates for recruitment. Generally, the best candidates are usually people who are highly intellectual, have great passion and openness to learn, possess the skills needed to be good team players and able to fit in the culture of an organisation. Hiring graduates solely based on their academic achievements is no longer sufficient to develop the talent pool.



2.2 Re-evaluating and Revamping Hiring Process

In order to survive and be able to supply creative and talented workforce to the organisation, recruiters and hiring managers are now forced to review and revamp the hiring process. Gone are the days where employers can embark on hiring activities only when a need arises or to fill in gaps. That traditional approach is no longer adequate in the current employment market. Emphasis is now given not only to find a candidate to fill vacancies but to find the right candidate to be part of the organisational growth. Thus, organisations have to move from their traditional hiring methods to a more proactive hiring approach. Continual hiring activities must be conducted to discover, track and attract the best talents to meet the accelerating needs of their organisation. Several guidelines have been proposed.

2.2.1 Conduct Hiring Activity as a Team Process

It is often misjudged that the hiring process is the sole responsibility of the Human Resource Department of an organisation. The hiring manager should also play an active role in the hiring process. It is crucial for both parties to work as a team to avoid hiring the wrong candidate for the job. For example, a manager who leads the engineering team which embarks on numerous product development and process control activities will know specifically the type of individual who will be able to fit into his organisation based on the organisation's culture. Therefore, it is best that the engineering manager communicates his requirements to the Human Resource Department and points out in specific terms what is expected of the new graduate to be hired.

2.2.2 Revamp Advertising Process

Organisations have been depending on advertising vacancies in newspapers, vetting hundreds of resumés and conducting several rounds of formal interviews to scout for the best talent. Now, employers and recruiters resort to using various advertising methods such as social media like Facebook and LinkedIn to scout for potential employees. After short-listing potential talent, the interview sessions are usually kept casual and relaxed to create an opportunity for both parties to get to know each other better.

2.2.3 Sell Organisation to Potential Candidate

As the younger generation today are becoming more selective and demanding, recruiting and hiring managers need to devise attractive strategies to sell their organisation to the best potential candidates. Candidates must be enticed with accurate information on opportunities and career paths that an organisation has to offer. Failure to communicate important information to the candidates might lead to the organisation losing highly capable talents, which will be an advantage for a competitor. Hence, interview sessions must be utilised to explain to the candidates the culture of the organisation so that both parties will weigh if they fit each other's needs. Such a practice can prevent the costly mistake of hiring someone who will turn out to be a mismatch in the organisation.



3.0 CONCLUSION

Social networking sites have positive impact on the academic performance of university students. It is therefore highly advisable for higher learning institutions to promote the usage of SNSs among university students in Malaysia. The following are two measures that can be taken by higher learning institutions:

3.1 _____

3.2 _____

(2 x 1m = 2m)



2.2 Analysis of the Reasons Malaysian Students Use Social Networking Sites according to Genders in 2011

(2m)

2.3 Comparison between the Percentage of Twitter and MySpace Users in Malaysia from January to November 2011

(3m)

2.4 Forecast of the Percentage of Facebook Users in 2015 (if SNSs usage were incorporated in teaching and learning)

(3m)



2.2.4 Start Searching for Fresh Graduates Early

Employers are also advised to start identifying their potential talent pool at a very early stage. Offering attractive scholarships to high school leavers who are furthering their education in the field relevant to the organisation is a very smart move to engage the candidates early. Organisations can also conduct massive recruiting activities in top notch universities to identify their future employees. During these activities, recruiters will take the opportunity to promote and sell their organisation to the 'cream of the cream' to attract applications from graduates. Furthermore, practical training programmes can be used as strategic tools to source and attract the best talent. Practical trainings are meant to be an opportunity for graduates to apply the knowledge and skills that they have acquired, experience the real working environment and evaluate the suitability of an organisation for their future employment. Employers, on the other hand, have an opportunity to determine the culture fit, work habits and skills of a trainee who may become their future employee.

2.3 Retaining the Talent Pool

If hiring the right talent is challenging, retaining them within the organisation is a greater challenge. High performers often seek recognition and a clear career path to maintain their interest in remaining with their employers. Thus, employers need to be able to match competing organisations in terms of benefits and opportunities to be able to keep their talented employees. Organisations have to be actively involved in upgrading and creating opportunities for their employees to gain knowledge and to advance in their career.

3.0 Conclusion

In conclusion, since the number of talented graduates is greatly reduced in the current job market, finding the right candidate to fill certain positions is getting extremely difficult. Organisations have to compete among themselves to attract the best graduates to join their workforce. To remain as top employers that would appeal to the best candidates, organisations are encouraged to transform their conventional recruitment procedures by meeting the demands of the younger generation.

(Adapted from: *Revamp and Strategise Your Hiring Process*, Management, Oct-Dec 2011, 46:5)



A I. Based on the report, answer the questions that follow.

1. What is the purpose of the report?

_____ (1m)

2. State the scope of the report.

_____ (1m)

3. State **TWO** reasons why companies have to shift from the conventional methods of recruitment to a more proactive one.

i. _____
ii. _____ (2 x 1m = 2m)

4. Why is teamwork important in the hiring process?

_____ (2m)

5. Explain the current methods of recruiting potential employees.

_____ (2m)

6. How could organisations promote themselves to attract the best talent to work for them?

_____ (2m)



EDUCATION PROMOTION UNIT
HIGHER EDUCATION DEPARTMENT

Memorandum

TO : _____ (1m)
FROM : _____ (1m)
DATE : 2 April 2012
SUBJECT : _____

_____ (2m)

1.0 INTRODUCTION

Comscore Social Networking Index reported that the largest cohort of Social Networking Sites (SNSs) users is currently 18-24 years old with a total of about 4 million. Findings from a number of studies further revealed that social networking sites have positive impact on the academic performance of university students. There are certain reasons why they engage in the use of SNSs. It was also discovered that students who are skillful in communicating using social networks have the tendency to make a lot of friends online and may also apply the same communication skills in their daily life. This report aims to give an overall picture of students using social networking sites in Malaysia last year. It also analyses their reasons for using social networking sites. Finally, this report looks at some measures that should be taken by higher institutions to promote the usage of SNSs for teaching and learning.

2.0 FINDINGS

The following are the analyses of the data:

2.1 General Trend of Facebook Users in Malaysia between January and November 2011

_____ (2m)



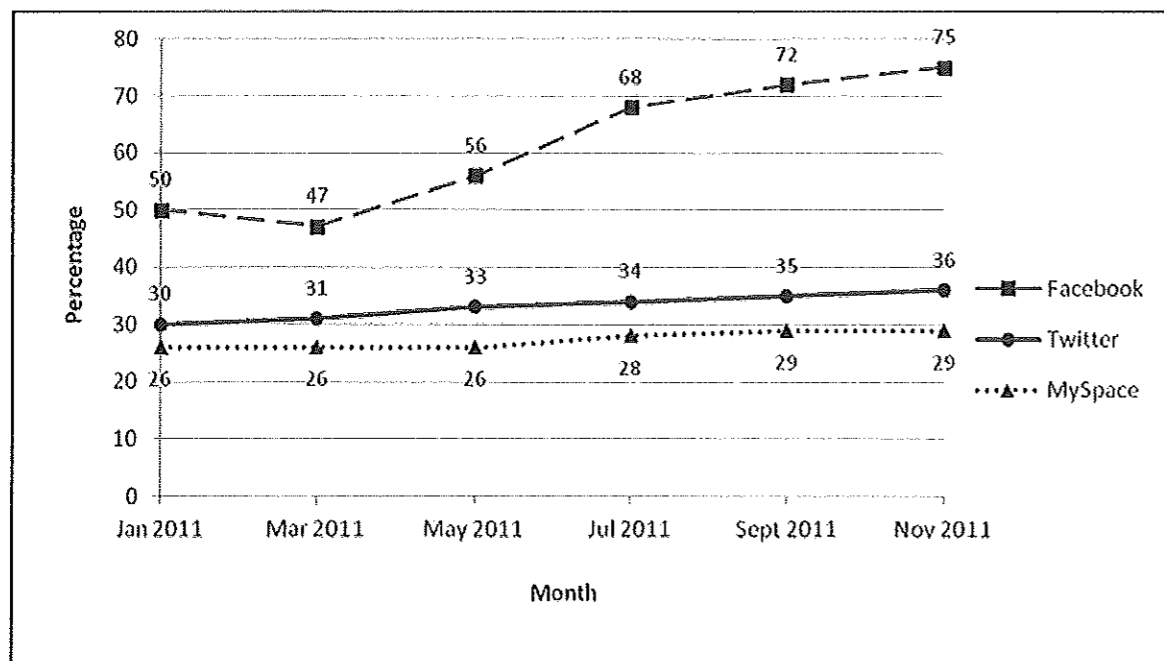


Figure 1. Students' Use of Social Networking Sites in Malaysia, Jan - Nov 2011

(Adapted from: <http://www.mohe.gov.my>, *Snapshot of Social Networking in Malaysia*)

| Reason | Frequency | |
|---|--------------|--------------|
| | Female | Male |
| Making friends | 237 | 212 |
| Chatting with friends | 189 | 209 |
| Receiving and sending messages | 167 | 172 |
| Playing games | 22 | 104 |
| Sharing files | 104 | 34 |
| Communicating with supervisor / lecturer | 66 | 69 |
| Communicating with friends for academic interests | 69 | 71 |
| Having academic discussions | 88 | 67 |
| Others | 58 | 62 |
| Total | 1 000 | 1 000 |

Table 1. Reasons for Students Using Social Networking Sites in Malaysia, 2011

(Adapted from: <http://www.mohe.gov.my>,
The influence of Social Networking Sites on Students' Academic Performance in Malaysia)



A II. Write in the brackets provided whether each of the statements given below is True (T) or False (F).

- To remain competitive in the job market, employers need to sacrifice their management approach all the time to meet the needs of the best candidates. []
- Employees who failed to fulfill their job functions well after extensive training will cause the organisation to suffer losses. []
- The Human Resource Department should be partly responsible in any recruitment process. []
- Conducting several rounds of interview is an effective method of recruitment. []
- Scholarships should be offered by companies to high school leavers to guarantee future employment with the company. []
- Hiring the right candidate is just as difficult as keeping them in an organisation. []

(6 x 1m = 6m)

A III. Circle the correct option to answer each of the following items.

- Which of the following are methods for searching potential graduates?
 - Promote and sell organisations
 - Provide financial help to further studies
 - Organise recruitment activities on campus
 - Offer workplace practical training opportunities

A. I & II
B. II & III
C. I, II & III
D. I, II, III & IV
- Workers continue working in an organisation **except** when employers
 - recognise their work
 - indicate job prospects and career path clearly
 - provide limited promotion and development opportunities
 - show willingness to match competitors benefits and opportunities

(2 x 1m = 2m)



A V. Match the bold words in the following sentences with words that mean the same as in the report. Refer to the part of the report indicated in brackets. Write the word from the report in the space provided.

1. The completion of the new bridge relies **greatly** on the financial support from the ruling party.

(Introduction)

2. The artist was able to produce a masterpiece because he has **deep interest** in his work.

(Defining Best Graduate)

3. **Sufficient** effort and time are needed to reduce the problem of human trafficking.

(Re-evaluating and Revamping Hiring Process)

4. To remain healthy, it is **very important** for us to exercise regularly and consume nutritious food.

(Conduct Hiring Activity as a Team Process)

5. Can you give a more **precise** definition of the word?

(Sell Organisation to Potential Candidate)

6. The university has drawn up several guidelines to **completely change** the mindset of the staff members.

(Conclusion)

(6 x 1m = 6m)

SECTION B (16 marks)

Based on the situation and figures given, answer all questions that follow.

At a recent Malaysian Education Summit organised by the Ministry of Education, the significant increase of Internet usage was one of the main issues discussed. According to Comscore Social Networking Index, Malaysia's social networking activity has shown a high level of engagement among youngsters. Based on the research conducted by a presenter from Universiti Teknologi Malaysia, it was found that social networking sites have a positive impact on the academic performance of university students. As the research officer who attended the talk, you have been assigned by your Head of Education Promotion Unit, Datin Ir Dr Maimon binti Hussin, to write a report on the usage of social networking sites by the university students in Malaysia and their reasons for using them last year. Finally, include some measures that higher learning institutions should take in promoting the usage of social networking for teaching and learning.

