



**FINAL EXAMINATION**

**COURSE : BASIC ENGLISH COMMUNICATION**

**COURSE CODE : HPE0023**

**DURATION : 02 HOURS**

**INSTRUCTIONS TO CANDIDATES:**

1. This question paper consists of **FOUR (4)** parts : PART A (10 questions)  
: PART B (10 questions)  
: PART C (04 questions)  
: PART D (04 questions)
2. Answer ALL questions from PART A, B and PART C. Answer **TWO (2)** questions from Part D.
3. Answer ALL questions in the ANSWER BOOKLET.
3. Plagiarism, copying, and cheating will not be tolerated where no marks will be given and disciplinary actions can be taken.

**MYKAD NO :** \_\_\_\_\_

**ID. NO. :** \_\_\_\_\_

**LECTURER :** \_\_\_\_\_

**SECTION :** \_\_\_\_\_

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**DO NOT OPEN THIS QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO**

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*The question paper consists of 06 printed pages*

MAR2024/A/HPE0023

**PART A: MULTIPLE CHOICE**

**Identify the choice that best completes the statement or answers the question.**

1. The following are the benefits of effective communication in today's working world EXCEPT \_\_\_\_\_.
  - A. better decision making can be made
  - B. improve professional image
  - C. elevating productivity and working quality
  - D. message can be conveyed through any channel regardless
2. Which is the correct flow in the process of communication?
  - A. Conceive message – Encode message – Proper channel – Decode message – Interpret message – Provide feedback
  - B. Conceive message – Encode message – Proper channel – Decode message – Provide feedback – Interpret message
  - C. Conceive message – Proper channel – Encode message – Decode message – Interpret message – Provide feedback
  - D. Conceive message – Decode message – Proper channel – Encode message – Interpret message – Provide feedback
3. The main purpose of this speech is to present facts, concepts, or ideas in a clear and understandable manner. This is a /an \_\_\_\_\_ speech.
  - A. informative
  - B. demonstrative
  - C. persuasive
  - D. entertaining
4. Below are examples of persuasive speech **EXCEPT** \_\_\_\_\_.
  - A. Political speech
  - B. Sales and marketing presentation
  - C. Ted Talks
  - D. Social issues activist speech
5. Which is **NOT** how body language can increase chances in hiring and job promotion?
  - A. Showing empathy and respect through active listening
  - B. Establishing trust through consistent eye contact
  - C. Showing openness and approachability through warm tone of voice
  - D. Slouching while presenting ideas for future work prospect

6. The following tips will help in improving body language at the workplace **EXCEPT** \_\_\_\_\_.
- A. Practice empathy
  - B. Evade feedback
  - C. Be an active listener
  - D. Avoid distractions
7. The following tips will help to plan for a presentation **EXCEPT** \_\_\_\_\_.
- A. defining the purpose
  - B. analyzing the audience
  - C. choosing a suitable topic
  - D. gathering supporting materials
8. The following are the reasons why oral communication is used **EXCEPT** \_\_\_\_\_.
- A. The message is brief and simple
  - B. Required immediate response
  - C. The tone of the recipient's response is needed
  - D. Message has no emotional factor
9. Draft of a presentation consists of the following **EXCEPT**
- A. Introduction
  - B. Content of subject matter
  - C. Conclusion
  - D. Q & A preparation
10. Which tip is **NOT** to be considered in communication across cultures?
- A. Accept and acknowledge differences
  - B. Avoid pre-judge
  - C. Show less empathy
  - D. Avoid stereotype

**(TOTAL: 10 MARKS)**

**PART B: TRUE / FALSE**

**Read each statement below carefully. Indicate whether the statement is True or False.**

- |   |                     |
|---|---------------------|
| 1. It is vital to be sensitive to cultural differences to create effective communication.                 | <b>True / False</b> |
| 2. The aim of communication is to ensure the message is conveyed clearly and precisely.                   | <b>True / False</b> |
| 3. Two-way communication is not important in ensuring an effective communication                          | <b>True / False</b> |
| 4. Non-verbal communication includes posture, touching, facial expression, eye contact, and gestures.     | <b>True / False</b> |
| 5. Punctuation errors will not affect the communication.  | <b>True / False</b> |
| 6. A good presenter will not overwhelm the audience with too much information.                            | <b>True / False</b> |
| 7. The four basic delivery methods for a speech are extemporaneous, impromptu, manuscript, and memorized. | <b>True / False</b> |
| 8. Business proposal is a type of persuasive speech.  | <b>True / False</b> |
| 9. Expressing your emotions in delivering business speech is acceptable                                   | <b>True / False</b> |
| 10. Integrating visual aids in your presentation helps the audience focus better.                         | <b>True / False</b> |

**(TOTAL: 10 MARKS)**

**PART C: STRUCTURE**

**Answer ALL questions.**

1. Define communication and the **SEVEN (7)** elements of the communication process.

(5 marks)

2. How do we overcome language barriers in speeches?

(5 marks)

3. Briefly explain **FIVE (5)** examples of informative speech.

(5 marks)

4. Determine the most effective ways to use visual aids in a presentation.

(5 marks)

**(TOTAL: 20 MARKS)**

**PART D: SHORT ANSWER**

**Choose any TWO (2) questions and write your answers briefly for the questions below.**

1. What demographic information of the audience should the speakers be aware of before delivering their speech?

(5 marks)

2. Define persuasive speech. Provide **TWO (2)** situations and **TWO (2)** examples where you would use persuasive speech

(5 marks)

3. What are the differences between listening and hearing? Provide one example for both.

(5 marks)

4. Briefly explain **FIVE (5)** effective nonverbal delivery.

(5 marks)

**(TOTAL: 10 MARKS)**

**END OF QUESTION PAPER**