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FINAL EXAMINATION

COURSE : BASIC ENGLISH COMMUNICATION

COURSE CODE : HPE002

DURATION : 2 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 C. Answer TWO (2) questions from Part D.
i) Answer ALL QUESTIONS in the Question Paper.
3. Please check to make sure that this examination pack consists of:
i) The Question Paper
4. Do not bring any material into the examination hall unless permission is given by the invigilator.
5. Please write your answer using a ball-point pen.

MYKAD NO : _____

ID. NO. : _____

LECTURER : _____

SECTION : _____

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

The question paper consists of 09 printed pages

2020/C/HPE002

PART A : MULTIPLE CHOICE

Circle the best answers to the questions.

1. Which of the following is **NOT** one of the steps in the communication process?
 - A. Noise
 - B. Encoding
 - C. Decoding
 - D. Transmission over communication

2. Communication helps to spread _____.
 - A. knowledge
 - B. information
 - C. feeling
 - D. All of the above

3. A person's nonverbal behavior is often used to gauge whether he or she is telling the truth. Which of the following facial clues often reveals lying?
 - A. Waving hand
 - B. Nodding head
 - C. Squeaky voice tone
 - D. Failure to look you in the eye

4. All of the following are suggestions for improving your listening skills **EXCEPT**;
 - A. Paraphrase the speaker
 - B. Empathizing with speaker
 - C. Sympathizing with the speaker
 - D. Maintain eye-contact with the speaker

5. A speech that provides interesting and useful information to the audience is called _____.
 - A. an informative speech
 - B. a descriptive speech
 - C. an impromptu speech
 - D. a demonstrative speech

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6. Which is **NOT** correct about organizing the Body of Speech?
- A. List all subtopics
 - B. Order your subtopics
 - C. Analyzing the audience
 - D. Narrow your list of subtopics
7. Which of the following is a Low-Tech Presentation aid?
- A. Graphs
 - B. Overhead Projectors (OHP)
 - C. PowerPoint Presentation (PP)
 - D. Chalkboard & Marker board
8. All the following must be included in the opening of presentation **EXCEPT**;
- A. Timetable
 - B. Age of Audience
 - C. Introducing yourself
 - D. Clear statement of your objective
9. Speakers often use _____ in a sentence to emphasize information or to convey a special meaning.
- A. vowel stress
 - B. word stress
 - C. contrastive stress
 - D. sentence stress
10. There are several reasons why miscommunications happen. Which of the following is **NOT TRUE** in avoiding miscommunication?
- A. Plan your communications
 - B. Use Jargon and Colloquialisms
 - C. Make sure the message lands
 - D. Clarify assumptions

(TOTAL: 10 MARKS)

PART B : TRUE OR FALSE

Indicate whether the statement is True or False.

- | | |
|---|--------------|
| 1. Communication is giving, receiving or exchanging information, opinions or ideas by writing, speech or visual means, so that the message communicated is completely understood by the recipient(s). | True / False |
| 2. Feeling anxious at the thought of public speaking is perfectly abnormal. | True / False |
| 3. Breathing exercise is one of society's oldest techniques for relieving stress. | True / False |
| 4. Non-verbal communication is often referred to facial expression only. | True / False |
| 5. A good presenter should not avoid information overload in his presentation. | True / False |
| 6. The purpose of integrating visual aids into your presentation is to entertain the audiences. | True / False |
| 7. Impromptu speech defined as spontaneous, nothing to read or memorized. | True / False |
| 8. Every presentation has two parts, introduction and conclusion only. | True / False |
| 9. An introduction in a presentation includes "an attention getter" opener that captures your listeners' attention. | True / False |
| 10. Articulation is the movement of tongue in ways that make speech sounds. | True / False |

(10 MARKS)

PART C : STRUCTURE

Write your answers below.

1. Define communication and list down any **THREE (3)** elements of communication process.

(5 marks)

2. List down any **FIVE (5)** non-verbal communication actions.

(5 marks)

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3. State **FIVE (5)** importance of informative speech.

(5 marks)

4. Provide **FIVE (5)** purposes of using visual aids in presentations.

(5 marks)

(TOTAL: 20 MARKS)

PART D: SHORT ANSWER

Choose any TWO (2) questions and write your answers briefly for the questions below. Write your answer in the space provided.

1. List **FIVE (5)** characteristics of a good and successful presentation.

(5 marks)

2. The topic that you choose for a presentation is somehow influenced by your audience. List **FIVE (5)** factors you should consider before choosing the topic of your presentation.

(5 marks)

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3. Briefly explain **FIVE (5)** differences between Low-Tech visual aids and High-Tech visual aids.

Low-Tech Visual Aids	High-Tech Visual Aids

(5 marks)

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4. Briefly explain **THREE (3)** parts of organizing the presentation.

Parts of speech	Information included in each parts
Introduction	<hr/> <hr/>
Body	<hr/> <hr/>
Conclusion	<hr/> <hr/>

(5 marks)

END OF QUESTION PAPER